

# The Griffin Report's Best Places To Work

## The Common Man Rest., Shaw's Supermarkets Top Survey

The Common Man and Shaw's Supermarkets were the top companies named in the first *Griffin Report* Best Places To Work Survey conducted in the past month via the company's website ([www.griffinreport.com](http://www.griffinreport.com)) and through an email marketing campaign sent by Griffin Connect.

Hundreds of respondents sent in replies asking for nominations for companies, why the company was selected and the attributes making the company a great place to work.

Here are some comments sent to *The Griffin Report* about The Common Man and Shaw's.

"The Common Man in Ashland is all about family. We were here for each other and the community ranks up there also. Without them there is no us. The owner cares for all of us and would give us his last dime if we needed it.

"The company is committed to the best—the best employees, the best customer service, the best community support, the best value and the best food. It is an

environment dedicated to continual training, learning new things and moving forward, while sticking with the core values of our company.

"The consideration and concern for employees follows through to the guests."

"Every day, everyone has a smile on,

making you want to be there and succeed."

**Jason Lyon**, chief executive officer of The Common Man Family of Restaurants in New Hampshire, responded to the *Griffin Report* survey results and said the following. "I feel a sense of positive validation that our employees feel the emotion and gratitude that they do towards us as their employer, as it means that we are reaching the goals that we set for our family. Over the years, we have successfully increased our focus on employee education, benefits, morale, and assistance in their personal lives. This award shows that those types of support systems and benefits for our employees, which cost us very little in time, go a long way and make our employees understand we value them not only in the workplace but as individuals.

"The Common Man family is proud to employ more than 800 stars, with more than 30 team members having tenure of 10 years or more with us. Most of our leadership team is homegrown, and more than 60 percent of our management got their start at the entry level with our company.

"Benefits and programs we've been able to institute for employees over the years include establishing an Employee Emergency Assistance Fund, an internal

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scholarship program for our employees or their children pursuing higher education, paid service

day to volunteer for the charity of their choice, excellent health benefits, smoking cessation assistance, opportunities for internal growth, flexible scheduling and more.

"We've also instituted a philosophy of catching our employees doing something that "WOWs" our guests, staff, business partners or the community. These "WOWs" are noted in the internal company newsletter, posted company-wide on employee bulletin boards, and lead to employees being nominated for our STAR of the Month award as well as the New Hampshire Lodging and Restaurant Association's Stars of the Industry awards. We feel it's important to catch them doing common things uncommonly well and recognize them for "WOW" service.

"Earning the honor of one of the top places to work in the food industry is one that we hope to consistently live up to, and we appreciate that our stars have recognized us on such a level. After more than 36 years in business, we know that without our excellent staff, we wouldn't be the company we are today."

The remarks made about Shaw's includes the following: "The people are incredible, professional, knowledgeable, committed and passionate." "Excellent wages and benefits with opportunity for advancement and knowledgeable management." "Team players, professional environment, excellent leadership, competitive salary and benefits."

**Cindy Garnett**, vice president of



human resources for Shaw's and Star Market, responded for the company and said, "We strive to be the best place to work in the industry. Shaw's is committed to supporting associates, respecting their individual contributions and developing their careers. This environment will allow us to attract the best people and provide opportunities through which they can achieve personal and professional satisfaction. Our industry is unique in the sense that we have opportunities for individuals at all different stages of their careers. This includes students, second wage earners, career supermarket professionals and retirees. We strive to tailor our offerings to the unique needs of each group through scholarships, internships, flexible schedules, career development opportunities and business resource groups (affinity groups). We are proud that we have many associates who have spent 20 or more years with us. We also have generations of associates from the same family. Now that's a ringing endorsement!"

The survey also asked the respondent to rate factors at a workplace including pay and wages, health plan, educational benefits, child care, telecommuting, exercise, diversity, work schedule, opportunities for advancement, and bonuses.

The following attributes made a great company: great work environment, 84.4 percent; management and leadership, 75.6 percent; wages and benefits, 64.4 percent; opportunity for advancement, 63.3 percent; feedback, 56.7 percent; and flexible hours, 51.1 percent.

One question in the poll asked what additional benefits or features of a job would be of importance. The top respondents were: Bonuses, 88.2 percent, flexible work hours, 61.2 percent and opportunities for advancement, 54.1 percent. 🐾



Members of the Common Man leadership team and staff celebrate receiving the 2007 Restaurant Neighbor Award from the National Restaurant Association as well as nominations for the NHLRA "Stars of the Industry Awards." Pictured are **Diane Downing**, Vice President; **Alex Ray**, owner and founder; **Jennifer Tower**, innkeeper of The Common Man Inn & Spa; **Michael Schnell**, employee of Common Man Lincoln; **Jane Raymond**, housekeeping manager at The Common Man Inn & Spa; and **Jason Lyon**, CEO.

