

Outstanding Frontshop Manager or Staff

Jenny-Lyn Faight



Frontshop manager inspires staff to excel



2008 Commitment to Care & Service awards

They say if you want a job done you should give it to a busy person.

Perhaps no one better embodies that old adage than **Jenny-Lyn Faight**, frontshop manager for Health Care Pharmacy Pharmasave in Garson, Ont.

A dedicated community volunteer, environmental activist, mother of two, college student and frontshop manager to a staff of 80, Faight is the winner of this year's Commitment to Care & Service Outstanding Frontshop Manager Award.

In a nomination package that included many support letters, colleagues and friends praised Faight for her drive, professionalism, leadership skills and compassion. Many said she has significantly boosted employee morale and performance since being promoted to the frontshop manager position four years ago.

"The environment that Jenny has created is one of fun, excitement, learning, developing, commitment and involvement, all in a somewhat laidback fashion, while working in an extremely busy store," says Julie Lajeunesse, the pharmacy's regional operations manager.

With more than 15,000 square feet of retail space, Health Care Pharmacy Phar-

masave is one of Canada's largest retail home healthcare departments. It provides medical supplies, equipment and intravenous medication contracts to Community Care Access Centres throughout Northern Ontario.

As frontshop manager, Faight oversees coaching and development of all staff and manages merchandising, team leading and team-building, as well as design and revision of policies and procedures. Responsibilities include driving sales towards profits, developing protocols to ensure quality assurance and making sure all staff comply with store policies and operating procedures. At the same time, she works to empower people to make difficult decisions in order to continually provide stellar customer service.

Joanne Madore, a staff pharmacist at the store, says Faight shows her staff respect and enthusiasm. In turn, they are highly productive and devoted to their work and to Faight.

"Through her encouragement, personal attention and commitment, Jenny inspires her co-workers to excel and undertake any challenge they are confronted with," Madore notes.

Faight's work at the store involves more than the responsibilities in her job description. She also does a lot of community volunteering and has worked hard to ensure the company is environmentally responsible. The store's 26 computers are turned off at night, reducing its carbon footprint by about 23,725 lbs. of carbon dioxide annually. Health Care Pharmacy Pharmasave is also the first Pharmasave store in Canada to undertake a national initiative to provide biodegradable plastic bags to its customers.

Faight encouraged her staff to "get creative," she says, and to get involved in the biodegradable plastic bags initiative. They crafted purses, dresses and a fully functioning raincoat out of the new environmentally friendly bags, which they auctioned off at an October fundraiser for The Children's Wish Foundation.

The Commitment to Care & Service Award judges praised Faight's initiative. "This candidate has a true understanding of her role and has conquered many tasks while understanding the need to develop talent and work cooperatively," says one judge. "She does it all!"

—Frank Armstrong

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