

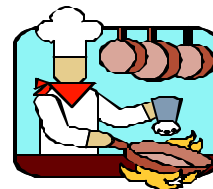


# The Cheese Bite

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## Notes From The Big Cheese!



### Giving Thanks and the Phone Company!

by Noland Thuss

**A**t this special time of year folks generally pause for at least a nanosecond, to give thanks for the many blessings they have received. High on our thankful list here at Cornucopia are you, our loyal customers, who support us with their business and their friendship all year long.

This has been a particularly trying time for us. We have been short staffed for a number of months and several other staff members have not been well. Adding insult to injury, we have had huge problems with our telephone service, especially, with our 800 number. For the past year we were using a phone company that was supposed to save us money. In fact, they did just the opposite. When we tried to switch our service, they refused to release our 800 number. We were literally held hostage for over two weeks while we appealed to the NC Utilities Commission to come to our defense. It was quite scary to discover that phone numbers we assumed were under our control and discretion were actually being held by others without our permission. When our customers tried to call the 800 number, they received a tape message that our number was out of service or disconnected. Some of you even thought we were going out of business!!! While we are contemplating legal action against CierraCom for their malicious behavior, we have learned some valuable lessons. The most important product we offer our customers is service. If we don't deliver absolutely the very

best service, everything else pales in comparison. We temporarily created a new toll free phone number during this big fiasco. We also learned a bit about crisis management, to say the least.

Now things are back to normal with the telephones and 800 service and we are certainly THANKFUL about that!!! As I have told you numerous times in this space, we take our commitment of service to our customers very seriously. We are dedicated to providing the best possible products to you in the most effective manner possible. We will continue to work very hard to earn your business and your respect. To do less would put us in the same company with the mindless mass of mediocrity for which some companies have become famous.

HAPPY THANKSGIVING!!!!!!!!!!!!!!!

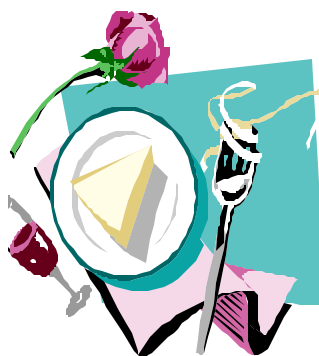
### Cornucopia News:

#### **NEWBIE On the BLOCK** —

We are very proud to introduce you to the latest member of our staff, **John McHugh** from Apex, NC. He comes to us from the management team at Sky-Chefs at RDU Airport. John was born in New Jersey but raised in Virginia. He started his career working in the airline catering business at Dulles Airport. Later he moved to South Carolina where he managed a restaurant in Myrtle Beach.

John met the love of his life in South Carolina and got married. In 1998 they moved back to Raleigh where he accepted a job with LSG-SkyChefs at RDU. He is leaving that position as a manager working with over 50 people.

On the personal front, John is a big sports fan. He plays ice hockey once a week and follows most of the major professional and college sports. He recently has taken up fly fishing and hopes to discover the life he was missing while putting in over 65 hours a week.



*We can supply you with almost any food item in the world, from cheeses and meats to spices, pastas, and desserts.*