



Fueling Conversation



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Quality & Compliance

In May of this year, *Forbes* magazine named Costco America's best large employer. (See *Forbes.com*; search "America's best employers"). This is no surprise to me, as I've been with Costco for over 27 years. Our employee turnover is the lowest in the retail industry.

Low employee turnover makes many good things possible, particularly at Costco gas stations. Extensive company training and daily experience make our gas station attendants very capable in the vital areas of safety, environmental protection and, of course, member service. Behind each attendant is a warehouse full of experienced staff managers ready to help with any emergency. Our friendly attendants become a visible part of the community, providing cheerful assistance, a clean station and help to the elderly and disabled. Their daily efforts have earned Costco an outstanding safety and compliance record over the 22 years we've been in the fuel business.

A fine example is **Elna Williams**, gas station supervisor at the Costco in Vallejo, California. Elna has been in charge of this busy facility since it opened in 1999. In her long tenure she's seen prices rise and fall, the introduction of the Kirkland Signature™ detergent additive program, complex government regulations and a host of other changes. What hasn't changed is Elna's commitment to member service, each and every day. ■

