



April 11, 2008

VIA FACSIMILE AND MAIL

To whom it may concern:

This letter contains information relevant to Best Buy's Cleveland Ohio Service Center, located at 7800 Cochran Rd. Glenwillow, OH 44139.

Best Buy has made great strides in the last few years in transforming into a truly customer-centric organization. As a part of this work, Best Buy is continuously looking to gain efficiencies and improve financial performance in all areas of the business that will allow us to better service our customers. As a result of an analysis of the repair services operation, we have determined that we will close the Cleveland, Ohio Service Center for business on Friday, August 1, 2008. This closing includes eliminating the positions in the location. Attached you will find a list of all impacted positions and number of incumbents.

These terminations are expected to be permanent and there are no applicable bumping rights. Affected employees at this facility are not represented by a union.

If you have any questions about the reduction in staff please contact me at 612-291-6494.

Regards,

Randy R. Ross  
Vice-President, Human Resources

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Job Title	Number of Incumbents
ADMINSTR, QUALITY ASSUR	2
MGR, GENERAL SERVICE CENTER	1
MGR, IN HOME ASSISTANT	1
MGR, INVENTORY SERVICE CENTER	1
MGR, OPS SERVICE CENTER	1
MGR, TECHNICAL SERVICE CENTER	2
PROCESSOR, PARTS	5
REP, OTV/RTV	6
REP, SERVICE	2
SHIPPER/RECEIVER, SERVICE	25
SUPV, SVC CTR INVENTORY	1
SUPV, SVC CTR OPS	1
SUPV, SVC CTR PARTS	1
TEAM LEAD, AUDIO	2
TEAM LEAD, COMPUTERS	1
TEAM LEAD, TELEVISION	4
TECH 1, AUDIO	1
TECH 1, COMPUTERS	2
TECH 1, TELEVISION	5
TECH 2, COMPUTER	3
TECH 2, TELEVISION	4
TECH 3, AUDIO	8
TECH 3, TELEVISION	14
TECH ASST, AUDIO	1
TECH ASST, TELEVISION	11
<b>Total</b>	<b>105</b>

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