
To:	All Backstage Employees	From:	Steve Walker Vice President Retail Services
Date:	September 18, 2012		

Subject: Announcement of Karen Bowlby

It is my pleasure to announce the promotion of Karen Bowlby to Director of Shared Services. Karen will lead efforts in the Customer Support Center in aligning the company's strategy to improve Customer Experience and increase Customer Satisfaction. In her new capacity, Karen will be reporting to me and will be working in partnership with Mike Gillette, Director Shared Services sharing the responsibilities of the Customer Support Center; Karen will additionally be driving our customer satisfaction survey (CSAT).

Karen has worked with Safeway since 2002 where she began her career in the Customer Support Center (CSC). Throughout the years she has held various positions within the Retail Services Organization where she has demonstrated outstanding leadership skills in expanding the roles of the CSC to support Safeway initiatives. Through out her tenure at Safeway, Karen has taken every opportunity to expand her professional development. In addition to the Women's Network Group, spent three years on the NSC Diversity Board and is a proud recipient of the Safeway Outstanding Achievement award.

Please join me in congratulating Karen with her promotion to Director, Shared Services.