

Business Pulse

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“I wanted to do something no one else is doing,” said Harold. “No one is doing waffles. This will give people going to work something fresh, healthy and fast to eat.”

I don’t know about the health benefits, but it does give people something delicious to eat. Harold fixed a waffle for me Friday morning that could very well be the best waffle I’ve ever eaten. The taste explodes like a firework.

I had my waffle with a sprinkle of powdered sugar, but you can get it slathered with toppings. Fresh fruit available includes strawberry, banana, blueberry, blackberry, raspberry and kiwi.

You can opt for the traditional butter and syrup or something more spectacu-



Lori Feuchtinger is the new administrator at Riverview Terrace, an assisted living facility. There will be an open house to introduce her to the community this Thursday, Jan. 11, from 3 to 5 p.m. at 114 Highland Drive.

lar such as whipped cream and chocolate syrup.

Drinks include coffee, orange juice, spiced apple cider and mint hot chocolate. There are pastries and

fruit cups.

Harold set up outside United Grocery Outlet for his first day. He was at Three Star Mall on Friday and says he plans to estab-

lish the mall location as his permanent spot. He’s open in the mornings for breakfast and says he will stay open as late as 2 p.m., depending on business.



Riverview Terrace administrator Lori Feuchtinger has a great relationship with residents like Frances Garrison.

If you’d like to phone in a larger order so it’s ready when you arrive, Waffle Top can be reached at (615) 318-9658.

RIVERVIEW HAS NEW ADMINISTRATOR

Lori Feuchtinger has been a licensed practical nurse for the past 11 years. She’s worked in management for eight of those years. So it was a natural progression for her to ascend to the position of administrator of Riverview Terrace when the job came open in December.

“We’re so small, there’s not a resident here who we can’t tell you their whole life story,” said Lori, who had worked at Riverview Terrace for nearly a year as director of nursing before her promotion.

The assisted living facility is licensed for 42 residents, but Lori says they typically keep the number around 25 so all residents can have a private room. She says one thing she’s learned that’s extremely important is the cooking and they have a talented chef on board who prepares 99 percent of the food from scratch.

“We get to know what everybody likes and wants,” said Lori, who

added one resident was even served frog legs upon request.

While weight loss is not a concern for most of the population, it’s not desirable at an assisted living facility. Lori said parent company Americare has really high expectations when it comes to dietary services and Riverview Terrace exceeds those expectations.

Lori says it’s gratifying to get to know the residents and become part of their extended family. Riverview Terrace also works to give back to the community and has held made-to-order breakfasts at its facility for law enforcement officers and firefighters.

If you’d like a chance to meet Lori and see the facility, there will be an open house this Thursday, Jan. 11, from 3 to 5 p.m. at Riverview Terrace, 114 Highland Drive. Tasty treats will be available.

For questions about Riverview Terrace admissions or room availability, call 473-2033.

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Retail workers feel disturbance

NEW YORK (AP) — With new options and conveniences, there’s never been a better time for shoppers. As for workers ... well, not always.

The retail industry is being radically reshaped by technology, and nobody feels that disruption more starkly than 16 million American shelf stockers, salespeople, cashiers and others. The shifts are driven, like much in retail, by the Amazon effect — the explosion of online shopping and the related changes in consumer behavior and preferences.

As tasks like checkout and inventory are automated, employees are trying to deliver the kind of customer service the internet can’t match.

So a Best Buy employee who used to sell electronics in the store is dispatched to customers’ homes to help them choose just the right products. A Walmart worker dashes in and out of the grocery aisles, hand-picks products for online shoppers and brings them to people’s cars.

Yet even as responsibilities change — and in many cases, grow — the average growth in pay for retail workers hasn’t kept pace with the rest of the economy. Some companies say that in the long run the transformation could mean fewer retail workers, though they may be better paid.

But while some workers feel more satisfied, others find their jobs are just a lot less fun. Bloomingdale’s saleswoman Brenda Moses finds the customers who do come in can make price comparisons on their phones at the same time as they pepper staff with questions.

“You tell them everything, and then they look at you and say, ‘You know

what? I think I will get it online,’” she said.

In 2017, 66,500 U.S. retail jobs have disappeared (not taking into account jobs added in areas like distribution and call centers). Of the retail jobs that remain, over the next decade as many as 60 percent will either be new kinds of roles or will involve revised duties, says Craig Rowley, senior client partner at Korn Ferry Hay Group, a human resources advisory firm.

“Jobs for workers will get more interesting and be more impactful on the company’s business,” Rowley said. “But the negative side is that there will be fewer entry-level jobs and there will be more pressure to perform.”

Some retail workers at the vanguard of the changes — like Laila Ummelaila, a personal grocery shopper at a Walmart in Old Bridge, New Jersey — enjoy their new responsibilities.

“You start to get to know the customers, you know what they like,” she said, “how they like their meat ... and how long they keep milk in the fridge.”

Walmart, the nation’s largest private employer, has scrutinized every store job as it looks to leverage its more than 4,000 U.S. locations against Amazon’s internet dominance. The company has shifted workers from elsewhere in favor of more daytime sales help. The customers like the changes, company officials say, pointing to sales growth that contrasts with other, suffering retailers.

As part of Best Buy’s service in key markets where salespeople will sit with customers in their homes, Billy Schuler offered advice at Steve Frederick’s townhouse in Chicago about speakers that can be adjusted from a smartphone.

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