

frank nordby

From: "frank nordby" <franknordby@raleysExposed.com>
To: "Scott Williams" <scott7673@sbcglobal.net>
Cc: "Frank Nordby" <fsn778@sbcglobal.net>
Sent: Thursday, January 06, 2005 5:20 AM
Subject: Re: Raley's Exposed

Thanks Scott for your input. I will be sure to add your email to my web site. Please take note: First of all, had you been smart enough to observe correctly, you would have noticed that it was my dad Charles Nordby who worked for

Raley's and not me. I am just one of his nine children that decided to allocate some of my time to stand up for the truth. Do you have something against someone standing up for the truth?

Mr. Charles Nordby passed away nearly nine (9) years ago, which makes his story even greater because you can still hear his voice on my web site. In fact, and idiot like you living in China could actually hear Mr. Nordby tell his success story there too.

Raley's provides good customer service today because that was one of the many aspects of Charles Nordby's programs that he implemented back in the 70's. His program consisted of this: Have security controls-Raley's didn't have any back in 1973 and it was bankrupting them. Be on top of your pricing-Raley's pricing was so out of line in 1973 it was bankrupting them. Have well operated perishables departments-Raley's stores were so filthy back in 1973 it was bankrupting them. Have a number 1 customer service program at the front end-back in 1973 Raley's employee's were only concerned whether or not there pay check was going to clear at the bank.

Mr. Charles Nordby's expertise is what Raley's needed in 1973 to be able to survive their management that was sinking their poorly operated ship. It should be stated "mismanagement."

Hey, I like my captions on KCRA within my web site. Scott, at least I can stand up for the truth-KCRA can't because KCRA stands up for money and Raley's = money! And speaking about me spending my time helping others in the community that needs assistance: my better half was at KCRA studios the other night taking phone calls for the relief efforts for the tragedy in Asia.

I enjoyed putting my web site together. I think it is pathetic that you would waste your time sending me erroneous information about my site- such as I am the one being referred about Raley's---hey buddy, the story is about my dad. You want to call him a liar like everybody else? As far as dieing a bitter and lonely old man. Hey Scott, I am a happy 53 year old man that has been running for thirty of those years. God willing, because of my decision to stay fit back in 1973, I could live another forty years. Imagine that Scott, there might be people forty years from now that will go onto my web site and read your stupid email to me and say "what an idiot!"

Have a great day Scott. Oh, your response should be on my web site twenty minutes from now. LOL

Frank

PS- I tried to make my web site as amusing as I could. I think my ufcw 588 page is the most amusing...

----- Original Message -----

From: Scott Williams
To: franknordby@raleysExposed.com
Sent: Wednesday, January 05, 2005 9:07 PM
Subject: Raley's Exposed

Mr. Nordby:

With amusement I browsed your web site this evening. It is clear that you have had plenty of time on your hands since your days at Raley's.

Certainly that same energy could be better served by helping those in the community who need assistance.

How pathetic that you are so bitter after so many years. From what I can tell, your "idea" was not the one of a genius.

Raley's success has little, if anything, to do with your work some 30-years ago. They provide some of the best customer service and sell groceries at a competitive price.

I see you aren't content to spew your vile about Raley's but have also moved on to the mainstream media. Your captions on the KCRA pages are childish, to say the least.

Ahh, but at last, you must live with your bitter self. I presume you are going to die an old and lonely man. 9 kids or not, I can't imagine anyone would want to spend time with you.

You sir, need to grow up.

Regards,

Scott Williams