

Sandusky Team Member Becomes Personal Shopper for Vulnerable Customers

David Rennecker is known as the go-to guy at our Sandusky, Ohio store. Working as a grocery stocker in the same store for 18 years has made him an expert on everything Meijer, and customers know it.

"I try to take care of everybody the best I can," David said.

And he means it. David doesn't just talk the talk... he walks the walk. When the COVID-19 pandemic hit, two customers he had gotten to know well over the years needed help. They're both highly susceptible to complications from COVID-19, so when shopping became too risky for them, David offered to help. After he clocked out, he shopped their order for them and dropped it off at their house.

But he didn't stop there.

"What we once thought might be a momentary situation has evolved into 9 months of David voluntarily shopping and delivering groceries to our home once a week," the couple wrote in a letter to the store. "David shops for us on his own time: before working, after working, or even on his day off. He declines to accept any type of tip or compensation for his time and efforts."

An extraordinary service to these customers sounds like just a typical day to David, if you ask him.

"I'm willing to do this because I understand the circumstance," he said. "That's just the type of person I am."

Those who know him say they're not surprised at his humility.

"David has always gone above and beyond for his customers. He takes pride in everything he does," Store Director Carol Lester said.

"David does an outstanding job of delivering outstanding customer service every day but has gone above and beyond the call of duty for these regular customers," Cleveland Market Director Ken Barclay said.

"During these unprecedented and unsettling times of COVID-19, David has been a true bright spot each week, and our household is sincerely grateful for his kindness," the customers wrote.

"A lot of people just go to work and that's it. I like to see there are people out there helping people," David said. "I'm there if they ever need me."

Additional assets available online: [**Photos**](#)⁽¹⁾

<https://meijercommunity.com/2021-01-11-Sandusky-Team-Member-Becomes-Personal-Shopper-for-Vulnerable-Customers>