

## **One year on! How are we doing?**

Thank you to those of you who completed our 'How are we doing?' survey. It was started on our first anniversary at the end of January and closed in late March. The feedback you gave us was very encouraging and shows much appreciation of all the hard work that goes on behind the scenes both in the development phase of the shop (over a four year period) and now that the shop is open.

The main products that people bought were; *Milk 87%, Bread/cakes 75%, Fruit and veg 62%, Deli 57%, Meat 57%, Newspapers 45%, Organic 35%, Confectionery 35%, Basic household 28%, Wine/beer 21%, Pharmacy 18%, Pet food 10%, Specialist eg gluten free 5%.*

We cater for different tastes and requirements - the unfortunate cyclists who finds that we sell a puncture repair kit is just as pleased as regular customers who stock up with their favourite biscuits.

We try new lines while monitoring what sells and what doesn't, so that we are not holding onto unwanted stock. The survey revealed that customers don't always know what we have got in stock and asked for items already on the shelves! **If you don't see what you want, please ask one of us behind the till.** If we haven't got it, we may be able to order items as long as the supplier doesn't want us to buy a large minimum order for something you will only buy once a year.

Suggestions being implemented:

**Better coffee:** a new updated coffee machine has recently been installed which is easier to use and more reliable.

**Detailed map of village for couriers who have trouble finding an address:** one with numbers and/or house numbers is on its way!

Other services that we cannot provide at present include:

**Hot pasties:** the more stringent food hygiene regulations attached to hot food make this difficult. Also at the end of the day unsold products are wasted.

**Dry cleaning:** we have very limited storage space in the back office.

**Delivery for housebound customers:** other groups in the village are looking into this.

**Reverse credit:** This is operated by some community shops. Customers pay into a shop account and they or their families can draw on this when shopping. The number of volunteers getting used to the till and stocking systems in the shop prevent this at present.

**Spaxton oil consortium £1 box in the shop rather than garage:** this depends on those who operate the scheme and Watermans Garage.

This just gives a snapshot of the information we received, and the full survey results are now posted on the Notice Board in the shop. The Post Office has had a big impact on us and we will be asking you for more feedback around our next anniversary when all the teething problems will have settled and we can consolidate progress made so far. In the meantime, please continue to give us any suggestions about how we can improve the service we offer.

Don't stop the suggestions coming in. There is a suggestions box in the shop or have a word with a committee member. It is your shop.

**Thank you for your support.**