

Wray Village Store

The heart of the community

NEWSLETTER - JUNE 2023

We're doing really well!

Thanks to the ongoing support from our regular customers and those visiting the village, we've maintained our initial strong sales figures and are already over-achieving our first year targets. Some of you tell us you now split your weekly shop between the big supermarkets and us, buying locally from the Store on a weekly basis as well as calling in for those 'last minute' items. Do encourage others that you know to do the same and suggest to those you know haven't yet visited us that they call in and see what we have on offer.

You asked - we've:

- Included refillables, locally sourced food products and various arts & crafts items in the range of products we sell
- Set up a dry cleaning collection service
- Arranged for Bentham surgery to deliver prescriptions to the Store for collection by individuals
- Looked into selling newspapers; however as we need regular orders to make this a financially viable option, if you haven't already told us which you'd like to buy please call into the Store and let us know
- Had positive discussions with the Post Office to set up a weekly outreach service in the Store.
- Bought a computer printer to provide an A4 Colour/B&W scanning, copying and printing service.

Let us know if there are other services you'd like us to look into providing in the Store.

What we stock

We're constantly revising and extending the range of items we sell, from 'everyday products at everyday prices' to premium ones that people are happy to pay that little bit extra for. Depending on demand and what is available from local suppliers, we can respond to individuals' requests for regular purchases.

Don't forget: Some regular products can be ordered in advance, by phone or calling into the Store when you're passing, so we'll have in what you want when you want it.

Our wonderful volunteers!

We have a great team of 29 volunteers now, too many to mention individually. Everyone says how much they enjoy working in the Store, meeting old and making new friends as well as helping in the community. We still need more volunteers though; if you'd like to join our team, do pop into the Store.

Annual Members Meeting

Our first Annual Members Meeting (AMM), open to shareholders only, will be held on September 21st. At the meeting our current Steering Group, including our 4 Directors, will stand down and up to 12 shareholders will be elected to the new Management Committee. A few days after the AMM we'll hold a village meeting for everyone to attend, to get an update and air their views.

We'll circulate more information nearer the time, but meanwhile if you're a shareholder do consider putting your name down to join the Management Committee.

Please complete and return the Satisfaction Survey overleaf



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Wray Village Store Satisfaction Survey

Please complete this survey and hand it in to the Store when you next visit - it will help us improve the service we provide to our community.

- 1) How often do you use the Store Never Daily Weekly Occasionally

- 2) Overall, how satisfied are you with the Store?
(Please give a score of 1-5 - where 1 is not satisfied and 5 is highly satisfied)

- 3) Are our opening hours convenient to you; if not what changes would you like to see?
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- 4) Is the stock that is held in the Store what you need? yes no

- 5) What other stock would you like to have available?
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- 6) What other services would you like to have?
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- 7) Would you want a regular newspaper stocked? (We would need a regular commitment) if so which one(s) and would delivery (in the village only) be important?
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- 8) What more can we do to make the store better
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Thank you
for your time

If you'd like a personal response please give your contact details here:
Name: Address: Phone: