

# Saturday 23rd May 2020

Personal Message:

It is hard to believe that 2 months have passed since our business was turned on its head after the announcement that all pubs and bars were to close due to the Corona virus pandemic

Initially we simply changed our operation to a takeaway service only, but with panic buying in the supermarkets and the wholesale mis-management of the situation, the most vulnerable were left needing the most basic of supplies, so on the 20<sup>th</sup> March we made our first grocery sales....hand sanitiser and toilet rolls!!!

During the following 8 weeks we have been blessed to receive the most amazing support and encouragement from the community to grow and continue our grocery service, now stocking over 250 product lines and offering a same day click and collect or delivery service to all of the TA21 and some of the EX15 postcode.

We continue to look to improve our service to you and have cultivated great working relationships with several local suppliers, Tim Potter Butchers, Hawkridge Dairy, Glenmore Bakery and Alicefield Veg of Halberton and Butcombe Brewery.

Right now, though, particularly with the easing of the lockdown, we need your continued support more than ever. Many of you have told us that you enjoy the service that we provide and would like the shop aspect to continue well beyond the pandemic. We are giving this some serious consideration, so whilst we look at whether this is viable for us to invest in, can we ask that although supplies are readily available in the supermarket and better systems are in place to control social distancing, please consider supporting our little shop, whenever possible.

We offer a prompt service which we believe represents good value for money, ensuring that those who wish to avoid crowds can do so with our efficient order and collect service or by having their order delivered, mostly on the same day.

We know there are improvements we need to make, and we strive to implement them as soon as possible, with the following under consideration

Extended fresh fruit and vegetable range, sold by weight  
Fresh & Frozen Fish  
Improving order process, particularly for takeaway  
Additional phone line into the business

As always these changes are done with you, our amazing customers in mind, so if you want to shape how we do things in the future, we would be happy to hear from you and from the bottom of our hearts, thank you for all of your love, generous comments, support and encouragement, you are the fuel for our fire and we are honoured and privileged to be part of this community.

**Craig & Karen Holmes**