

# Corowa Supermarket Completely Turned Around

Marie and David Boothman, pictured with their manager Andrew, are the proud new owners of Corowa Supa IGA after a massive redevelopment of this major Murray River Town's second supermarket.

The store has had many owners from the King Family to Franklins and unfortunately for the last independent owner it suffered a complete collapse and was closed.

On investigation I was told by locals that one of the main problems with the store was it was never finished to its original design because the developer also had financial difficulties and the store was finished cheaply. This was certainly one of the stores problems from the beginning and contributed to its past troubles.

The store was closed for some time and a plan was developed with Peter Shaw from Metcash to give the store it's best chance of succeeding by completely turning the store around as it was originally planned, to open on the car park and not the old arcade as in the past.

The store kept an entrance from the arcade as can be seen in the pictures left and the view from the car park is one of a completely new store and this alone has given the town their best looking store and one that will ensure the stores success well into the future.

The clean lines, blended internal colours and the use of modern and traditional design concepts gives the store a beautiful fresh look.

Now Corowa locals and thousands of tourists that flock to the river area, have a real alternative supermarket to shop in. Given that IGA is new, clean spacious and has ample carparking it is not rocket science to understand that this store is going to give the local space challenged chain store a real run for it's money.

Well done in re-opening great independent supermarket, one that will be with us for decades to come. *John Markham*

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# Employment

## L Plates and Trainees.

A little used tool to make the first few days of a new checkout person a lot more pleasant and allow customers to be, understanding towards the new employee, it's that simple.

As you can see by this sign, it is really that simple to pave the way for your junior check out persons through those nervous few days facing customers head on while manning our front ends.

Many retailers give this task little thought, however is this system was embraced by more, it would give our newest recruits a whole lot of encouragement and effectively give us a more structured process in assisting our people to get their sea legs in this very important customer service role.

From a customers standpoint here is nothing more frustrating than being at a slow checkout, just showing this sign ensures they are aware of the circumstances and don't take it out on the staff member. In fact the use of this very sign will prompt the customers to comment in a positive way.

If you would like copies of this sign at a nominal cost please contact me.

*John Markham*



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