



Woodgreen Community Shop Newsletter

Hello and Welcome!



We're pleased to be able to support our customers with extended hours (now opening to 6pm, Monday to Friday) and of course very grateful to our staff and volunteer network for committing to extra shifts to provide this service. Our new opening hours are:
8.00am to 6.00pm, Monday - Friday
8.00am to 5.00pm, Saturday
8.00am to 11.00am, Sunday

Sue & Katy

Shop Rules

In order to keep our staff, volunteers and customers as safe as possible, please:

1. Do not visit the shop if you have a persistent cough or fever.
2. Wear a mask or face covering unless you have a medical exemption. Spray and wipes are available to use on baskets or your hands.
3. Do not enter if there are 3 customers in the shop, or 2 at the PO counter. Please wait outside until you are called when someone leaves.
4. Keep right as you come into the shop and travel around it in an anticlockwise direction. We've divided up the shop into 2m squares using tape. If someone is already in a square, please don't enter it until they move on.

Stay safe and thank you for your co-operation!

Shop Update

After a hectic few months and with autumn arriving, we seem to be settling into a new pattern of operation – we've finally managed to get back to more normal opening hours for both the shop and Post Office.

Our new members are fitting in well. As well as Katy in the shop and Sue on the Post Office, we have some great new volunteers too: Alicia, Claire, Lynda and Lindi.

We would normally be organising our autumn tasting evening at this time but sadly we are of course unable to hold this popular event. Our ever-resourceful marketing team is looking for new ways to tell you about our product ranges and create new offers. Look out for pop-up tasting events in the car park!

Let's hope we all stay safe and we can maintain current opening arrangements – we plan to retain all our 'Covid' guidelines and will be taking the opportunity to improve the protective screens and till areas.

Also, a reminder - just 3 customers in the shop, 2 for the post office and face coverings if you are not exempt – we thank you for supporting this to protect each other and our staff.

NOTE: The shop will be closed on the 15th September for the installation of new chillers – see over the page for full details.

Julia



Post Office News

We are delighted to be back to all day opening Mon - Fri !!! You can visit us again 9am - 1pm and 2pm - 5:30pm. Not forgetting 9am -1pm on Saturdays too. What's stopping you? Royal Mail collections for parcels and letters return to 4pm giving you extra hours each weekday to get your post to us. Larger items for ParcelForce need to be with us by 2:30pm though. Saturday morning post is collected from 10:30am with no ParcelForce collections.

Now for more marvelous news, we have a new Post Office recruit in the form of Sue Adams, who joined us in the middle of lockdown. She has undergone intensive training to get her up to speed pronto. Sue brings a wealth of experience from her banking days with excellent customer service and super speedy counting of all things money related. Please introduce yourselves and give her a warm welcome.



Sue on duty in the Post Office

Our latest special issue stamps, Rupert Bear, are nostalgically taking us back to childhood with gorgeous illustrations and memorable quotes. These are on sale now.



Nikki

2020...The Staycation Year

Our lovely National Park has always been popular with visitors and this year was certainly no exception. Indeed, with the long lockdown coinciding with some of the best summer weather in years we inevitably experienced something of a surge in numbers.

For your Shop, and the Horse and Groom, this was sometimes a bit of a challenge as we coped with the welcome extra business while keeping everyone within the regulations and safe. Hopefully, we managed to meet the needs of both our regular customers and our visitors; if you were at all inconvenienced we can only express our sincere apologies and thanks for your forbearance. From the following quotes, posted online, the holidaymakers clearly enjoyed themselves and appreciated the welcome they received:

"Lots of lovely walking and exploring to be done without having to drive anywhere and we loved the community village shop in nearby Woodgreen."

"The village shop has everything you will need and there is no need to drive anywhere if you can walk a mile."

AGM with a difference

This year is obviously providing us with a challenge to hold the AGM in the normal format, so we have taken advice and come up with a compromise in order to meet legislative requirements.

The restrictions for holding a public event have now changed again, so to ensure safety and to provide all shareholders with the same opportunity to vote, ask questions, or simply voice opinions we have decided to cancel the meeting and complete the process by paper and/or email.

We will shortly be distributing to all shareholders the Chair's report, accounts and Treasurer's report. These documents will be made available to be downloaded from our website or as hard copies from the shop.

Shareholders are welcome to then submit questions to us by email or in writing and we will publish our responses to the questions. We will use the date of 2nd October for the date by which votes must be received or questions submitted.

We are sorry not to be able to hold the event as we would have preferred - we hope you will agree that this is a reasonable compromise in the current circumstances.

Julia

Shop Closed on 15th September

Following ongoing issues with our chiller units, we're very excited to tell you that we have new units being installed on 15th September.

They should be more efficient to run as they have glass doors to help maintain the cool temperature for meat and dairy. We will have a new open unit for fresh salad/fruit/veg produce and are hoping we will be able to increase the range whilst improving the storage environment.

In order to carry out this installation safely on the 15th we unfortunately have to close the shop for the day. The shop will also be closing early on Monday 14th at 4pm.

Woodgreen Community Shop & Post Office

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www.facebook.com/WoodgreenCommunityShop

3 for £6 Doobar, Ringwood
and Downton beers