

My Team at Fresh Choice Te Awamutu have had tough year... New owners means new ideas, different ways of doing things and in general, that scary thing called change.

On top of that significant adjustment, the store has undergone a refurbishment that was planned to take 6- 8 weeks finishing in December... but in fact, due to unforeseen holdups with building works etc, took 9 months.

During this time of excessive delays, the team have been working in what is really temporary spaces for an extended period of time. Every challenge they have faced has met with the answer - "Once the refurb is finished it will be.... – But we have to make do for now."

And yet throughout the difficult time the team have remained upbeat and positive and kept our store as truly – "The store where everybody knows your name"

The team are all committed to excellence in customer service throughout the most ambiguous situations and have proven to be incredible adapters to change.

When the checkouts get swamped with customers, the team push the bell to call for help and three or four staff come racing to lend a hand.

When a customer is looking for a product we don't stock, Gagan, Nadene or Debbie will find that product and get it in for the customer.

When a customer wants the meat cut in particular way, Phil or Nick will go out the back and prepare it especially for the customer.

Our Bakery and deli team make lots of delicious meal ideas on-site giving it that homemade taste.

When customers are looking up at our aisle indicator signs, one of our team will always intervene and offer help.

All in all despite the ups and downs in the history of the store through multiple names and owners, the team at Fresh Choice have been incredibly consistent in offering great small town service.

I am very proud of this team.