



NOEL KELLY,
president, CSNA

REMINDER: Consultative Meeting

The association would like to remind its members that there is a Consultative Meeting being held on 21 February in the Red Cow Hotel at 2pm.

Please confirm your attendance by emailing info@csna.ie or calling the office on 045-535050.

Remember!

CSNA welcomes Get Solutions as newest affinity partner

Vincent Jennings welcomes the addition of Get Solutions to the association's affinity partner panel.

Explaining more about the affinity partner model, Jennings said: "We work very hard for our members to ensure we can offer them the best savings and professional service available.

"We have thoroughly evaluated Get Solutions and their energy savings claims and found them reliable, trustworthy and capable of positively impacting our members' bottom line. They can and will achieve savings of up to 30% for every member – a savings that cannot be ignored in today's tough economic climate where every cent counts."

Get Solutions managing director Charlie Grendon views rising energy costs a major issue



Charlie Grendon, MD of GET Solutions; Vincent Jennings CEO of CSNA; and Joe Mannion, finance officer with the CSNA

for small businesses.

"Energy costs have roughly doubled in the past decade," he says. "But that cost can be swiftly reduced by at least a third if correct equipment is installed and intelligent procurement of energy followed. We offer this to our customers who in turn enjoy dramatic savings."

Joe Mannion from Clondalkin met with Get Solutions once they became a CSNA affinity partner.

"To be accepted onto the Affinity Programme requires significant due diligence," says Mannion.

As he looks to pay for his investment in just 16 months, he is also looking forward to reaping the savings after that point – in the region of €7,000 per year.

"As a businessman this project

is a no brainer," says Mannion.

For more information, contact: info@getsolutions.com.



Friendly customer service is an absolute priority for Ger Dunne of Gala, Mountmellick in Co. Laois

MEMBER PROFILE:

Ger Dunne

Ger Dunne, Gala,
Mountmellick, Co. Laois

Store Size: 2,000 sq. ft.
No of Employees: Six



Getting the job Dunne right!

Retailer **Ger Dunne** shares his view on the importance of knowing your customers and how it can benefit your store

What do you do to ensure your customers continue to shop in your store?

We build relationships with our shoppers, some of whom are second generation customers. We believe that they continue to shop with us because we make the effort to know their name, always say hello when they enter the shop and ask them how they are. I find that getting to know your customers is the best practice to ensure that they continue to shop in your store. We also offer a delivery service to customers in the area; we understand this service to be a benefit to our customers from shopping with us.

What simple things could retailers do to improve efficiencies and increase sales?

Get to know who is shopping in your store, know what is happening locally and be involved in the community in which you trade. Value and recognise your customers; new and regular. I find that if you value your customers then they will continue to spend their money in your store, be it €1 or €50, they have chosen to shop and spend in your store instead of shopping elsewhere.

Can you tell us one benefit you see of being a member of the CSNA?

One of many benefits of being a member is that the CSNA is a voice for me. Since becoming a member I no longer feel isolated in my store. When I call the CSNA with an issue or a query whether it be a supplier issue or a HR query I always get off the phone with a satisfactory response and outcome. The CSNA can resolve your issues with minimal effect on you running your store, they work away in the background for your benefit.

CSNA CONTACT DETAILS

If you have any queries regarding CSNA services or membership please contact the office on Naas Road, Dublin 22 on **045-535050** or by email to info@csna.ie/www.csna.ie

Over to you...

In a new section of the CSNA News page for 2017, retailers share their views on the issues that matter to them. This month, we're looking at a topic of conversation never far from retailers' minds at this time of year: How did you perform over Christmas 2016 and how well does this bode for the coming year?

"Our sales were slightly down this year over Christmas. As a forecourt, Christmas is not an overly busy time for our shop. I feel the slight downturn could have been caused by how Christmas fell this year, resulting in most people not finishing up work until the 23rd so they were not left with a lot of time to pick up the last bits for the Christmas period."

Shaun Coughlan
Mace Maxol, Limerick



Carmel Felle
Roselawn newsagent, Dublin North



We had a good Christmas in our shop this year and I put it down to buying our confectionery early and as a result being keen on pricing, alongside displaying all Christmas lines early, particularly cards and gift bags.

"Christmas 2016 arrived late for food retailers. With Christmas Day falling on a Sunday there was a slow start but the week ended strongly delivering growth on the previous year. Fresh Irish turkeys were in high demand this year with a significant increase in sales versus the previous year suggesting a move to the trusted provider of quality fresh Irish foods.

"Christmas 2016 was extremely competitive where we saw a discounter carrying press adverts with majority branded items listed. Alcohol was heavily promoted by all the main supermarkets leaving one wondering if anyone other than the customer is benefiting from alcohol sales. The race to the bottom on alcohol pricing is doing nothing to help the highly published drink related issues in Ireland; Surely Christmas 2016 must mark an end to this."

William Hanley
SuperValu,
Clondalkin,
Dublin South



National Minimum Wage (NMW) rates change 1 January 2017

The CSNA reminds members that the new National Minimum Wage has been set to commence from 1 January 2017 onwards.

The new rates are as follows:

- National Minimum Wage - €9.25 (adult rate)
- Youth rate - Under 18 - 70% of full adult rate = €6.48 per hour
- First employment over 18 - 80% of full adult rate = €7.40 per hour
- Second year in employment - 90% of full adult rate = €8.33 per hour

This rate means that by law, no person under 20 years of age is entitled to earn the €9.25 NMW, an acknowledgement that younger or inexperienced staff require a greater level of supervision and training than those staff with greater maturity and work experience. The NMW does not cover additional premium for Sunday workers, this is covered by the Organisation of Working Time Act. ■

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7,542

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15,028

unique monthly visitors

WEEK IN GROCERY

5,000

subscribers