

Why be  
anywhere  
else?



## Hello to the Bruggemans

*The Wingello Village Store and Post Office is under new management*

Saturday, 7 February 2009 is the first day the Wingello Village Store and Post Office will be run by the Bruggeman family.

All visitors to the store will be familiar with Ariel Bruggeman. She has been working in the store over the last 21 months. Ariel the the eldest of the 7 children of David and Lana Bruggeman, Wingello residents since April 2000.

David is a professional Systems Accountant and Business advisor with over 26 years experience assisting clients across Australia. He has assisted Glen Jenkins with business and systems advice since Glen started running the store back in December 2006.

You will notice many changes in the Store immediately and over the coming months. Some of the immediate changes are:

### 1. Opening Hours

We have increased the opening hours to allow villagers to collect their mail more easily.

### 2. Staff Uniforms

All staff will have a consistent uniform to allow customers to know who can provide them cheery and helpful service. They all have name badges so you will be able to remember who served you and we will endeavour to remember your names too!

Staff will be trained fully in all aspects of the store including postal services,

### New Opening Hours

To ensure all Wingello villagers have enough time to collect their mail and get their last minute extras we have extended the opening hours of the Wingello Village Store

MONDAY TO FRIDAY:

7:30 am to 6:00 pm

WEEKENDS &

PUBLIC HOLIDAYS:

8:00 am to 2:30 pm

We will be open  
**Every Day** that  
Newspapers and  
Postal Services  
are delivered.

coffee, hot food, groceries and everything the store provides.

### 3. DVD Rental

We have made a deal with a leading Video rental chain so we can provide you with the latest release DVDs. These will be regularly updated and our back catalogue will continue to grow.

### 4. More Groceries

The Groceries have moved towards the rear of the store to allow more room for an expanded range. We have made a deal with a Grocery

### Why is the Wingello Village Store and Post Office here?

The Wingello Village Store and Post Office has been operating since at least 1883 - over 125 years! So it was time we asked why the store is here.

#### ESSENTIALS

We provide the core needs of Postal services, bread, milk and newspapers. And chocolate.

#### EMERGENCY

Assistance when you run out of the key ingredient, phone credit, fuel or other things and would rather not travel 20 to 60 km to get it.

#### EVERYONE (COMMUNITY)

High quality coffee, meeting rooms and pleasant atmosphere all combine to serve as a comfortable place to meet other villagers and visitors.

#### ENTERTAINMENT

Sometimes you just want to be entertained. So we have a great range of DVDs and Internet Cafe to open soon.

wholesaler so we can provide groceries at around Bi-Lo equivalent prices. We need your help to determine what range of products meet your needs. Tell us the type of things you require and we will endeavour to have it in store.

**5. Iced Coffee & Chocolate**

Experienced Baristas are training all of our staff to ensure that any coffee made for you is the highest quality no matter who on our staff make it.

We have also learned how to make great Iced Coffees and Iced Chocolates during our Staff training sessions. Now you can share in these great tasting cool drinks.

**6. Air Conditioning**

This is probably the first thing you will notice! We have installed Air Conditioning for the comfort of all our customers and staff. This not only makes visiting the store a cool experience, it also means the goods we sell will remain the best quality.

Echo Air Conditioning have gone above and beyond to get it installed in time for our first weekend.

**7. Postcards**

Have you ever wanted to share the joy of living in Wingello? We now have a range of postcards promoting "Wingello - Why be anywhere else?". This is the first one of the series:



**8. Customer Accounts and Bonuses**

We have a new method of handling customer accounts and rewarding our customers. All accounts will be "In Funds" or "Pay as you go". This means customers cannot have accounts in the red and owing the store money which can lead to embarrassment if repayment is delayed.



As a reward for having accounts in funds, we will give customers a \$10 credit for every \$200 spent over a 3 month period. This means customers can get a 5% discount! You don't even need to keep funds in your account, you can pay as you go.

Just ask one of our staff for a Customer Application form and you will receive a Customer Card which is presented at each sale so we record the sale against your account.

**Coming Soon!**

- Internet Cafe
- Customer Toilets
- Sandwich Bar
- Totally rebuilt Kitchen
- Meeting Rooms
- Unleaded Fuel
- ... and more.

If there is anything you would like to see at the Store, just let us know.



**Australia Post**

During Official Australia Post hours you will be able to receive expert assistance with Bill Payments, Australian and International Money Orders, and assistance with Australian and International Postage.

MONDAY TO FRIDAY:

9:00 am to 5:00 pm

SATURDAY:

9:00 am to 12:00 pm

You can always collect your mail whenever the Store is open.

**Staff Highlights**

DAVID BRUGGEMAN



David is the owner of the Store and brings a wealth of Accounting, Systems and Business experience to bring the Wingello Village Store to a whole new level of service and quality.

ARIEL BRUGGEMAN



Ariel has been working in the Store part time and full time since March 2007.

She is now the Manager.