

**SPAR Australia Ltd**

1 Fox Road  
Locked Bag 30  
Acacia Ridge QLD 4110  
TEL: +61 7 3715 3000  
FAX: +61 7 3715 3001

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## **PRESS RELEASE**

### **SPAR Announces Retail Excellence Award Winners for 2015!**

The SPAR Australia annual Gala Awards Dinner was held at the Gold Coast Convention & Exhibition Centre on 22<sup>nd</sup> August 2015 as the concluding event of the SPAR Australia Trade Show. Over 300 Retailers, Suppliers and Media, as well as the Directors and staff of SPAR Australia joined to celebrate the achievements of SPAR Retailers over the last year.

This is the fourth year of the new and improved SPAR Retail Awards Program which identifies and recognises those Retailers who are excelling in their businesses. Through communication of the judging criteria and many hours spent in stores by the Regional Business Managers, stores have had the opportunity to strive for recognition under this program.

It saw Department & Category Awards judged at Regional Level with awards presented at the June Regional Meetings. Regional Award Winners became the short listed stores for the National Department and Category Awards, while the Special Awards were judged at National Level only. The awards were presented by SPAR Australia Managing Director, Mr Lou Jardin and SPAR Guild Council Deputy Chair, Mr Bob Little.

The nominees were each of a high calibre and resulted in significant competition for the awards. In a night designed to acknowledge the Retailers who partnered with SPAR Australia to drive growth for businesses, SPAR would like to congratulate the following Retailers on their success in their respective categories:

- SPAR Store of the Year 2015 - SPAR Maclean
- SPAR Express Store of the Year 2015 - SPAR Express Oxenford
- 5 STAR Store of the Year 2015 - 5 STAR Hughenden
- Affiliate Store of The Year 2015 - TwentyOne Café & Grocery Store

\*Please see below for further details about the award winners.

Department awards were awarded to the following stores, for not only out shining their competitors in their local communities with their fresh and high quality products, but for ensuring their offer is constantly at a high level for their customers. Congratulations to the following Retailers for their success in the Department Awards:

- Grocery Department Of The Year 2015 - SPAR Sussex Inlet
- Produce Department Of The Year 2015 - SPAR Maclean
- Meat Department Of The Year 2015 - SPAR Molong
- Deli Department Of The Year 2015 - SPAR North Parramatta
- Bakery Department Of The Year 2015 - SPAR Molong
- Dairy/Freezer Department Of The Year 2015 - SPAR Malanda
- General Merchandise Department Of The Year 2015 - SPAR Mungindi

\*Please see below for further details about the award winners.

The Special Awards were highly contended this year and congratulations goes to the following successful Retailers:

- Fresh Food Excellence Award 2015 - SPAR Molong
- Brand Ambassador of the Year Award 2015 - SPAR Express Oxenford
- Community Support Excellence Award 2015 - SPAR Chirn Park
- Gold Star Tobacco Award 2015 - SPAR Express Lynches Road (Armidale)
- Customer Service Excellence Award 2015 - SPAR Express Mermaid Beach
- Store Investment Excellence Award 2015 - SPAR Maclean
- Pride Of Workmanship Award 2015 - Debbie Stone of SPAR Molong

\*Please see below for further details about the award winners.

In addition to the awards presented to Retailers, two suppliers were recognised for their stands at the Trade Show. SPAR would like to congratulate the following suppliers on their success in the stand awards and thank them for the effort they put into the event:

- Small Supplier Stand 2015 - Cakes n More
- Large Supplier Stand 2015 - Coca-Cola Amatil

SPAR Australia would like to congratulate all Retailers who were nominated in the 2015 SPAR Retail Awards and made the judging process an extremely competitive one, particularly those Retailers who were successful at the National level.

Since becoming Managing Director of SPAR Australia in December 2010, Lou Jardin has vowed to continue to provide competition at the wholesale level, ensuring independent Retailers are able to source deals that allow them to compete in the market and ensure the survival of family businesses in the grocery industry.

Locally owned and operated, SPAR stores are part of the worldwide SPAR family. Over 12,300 SPAR stores in over 40 countries across 4 continents meet the needs of over 13 million customers daily. At SPAR our customers can be assured of great service, a great range, low prices every day and specials that will SAVE them money!

- Ends -

For all enquiries please contact:

Rebecca Andrew  
National Marketing Manager  
SPAR Australia Ltd  
0405 711 876

Lou Jardin  
Managing Director  
SPAR Australia Ltd  
0417 279 176

Details of Retail Award Winners:

### **5 STAR Hughenden**

SPAR Australia was proud to announce the 2015 5 STAR Store of the Year is 5 STAR Hughenden, owned by Drew & Lois Westcott. 5 STAR is the founding brand of the SPAR family in Australia and a very important part of where the company is today. 5 STAR is a true community brand and is the backbone of many regional cities throughout Queensland, New South Wales, Northern Territory and the ACT. To be nominated for the 5 STAR Store of the Year Award, stores were judged on their overall performance against the award criteria in the SPAR Retail Excellence Awards Manual.

With over 600 square metres of retail floor space, 5 STAR Hughenden has been on a continual improvement program over the last couple of years. They replaced all 205 bays of their shelving, conducted a full re-range and relay with the help of the SPAR Australia Team, and conducted a minor refit & freshen up of the store which included painting and updating some flooring.

This store in the severely drought affected region of central Queensland has done it tough over recent years but realises the importance of providing a comprehensive offer for their local community. Their strong grocery offer combined with a great fresh produce range, meat, dairy, freezer, bulk products and a huge range of general merchandise see their local community have a convenient place to fulfil their shopping needs. This local community store is a supporter of the 5 STAR brand and is always well presented.

These factors, combined with their quality offer are keys to the success of this great 5 STAR store. With such a high calibre of potential recipients for the award, the results for this award were extremely close.

Located at 31 Moran Street, 5 STAR Hughenden ensures great convenience for their local community, opening from 8:30am to 5:30pm Monday to Friday and 8:30am to 12pm on Saturdays to cater to the needs of their customers.

SPAR Australia congratulates 5 STAR Hughenden on being awarded the 2015 5 STAR Store of the Year, particularly with such significant competition for this award.

### **Debbie Stone - SPAR Molong**

SPAR Australia was proud to announce the 2015 SPAR Pride Of Workmanship Award winner is Debbie Stone of SPAR Molong. Located in in the Central West region of New South Wales, SPAR Molong caters for the needs of their small town, as well as the surrounding communities and properties.

This award is designed to recognise an employee of a store whose contribution to the store is invaluable. To be considered for this award, Store Owners were invited to nominate a staff member to recognise their appreciation of the efforts their employees put into their stores. These employees treat the stores they work in with the commitment, passion and enthusiasm they would if the store was their own.

Debbie has worked at SPAR Molong for ten years and has been responsible for continuing to raise the bar throughout all departments. Debbie has been instrumental in the success SPAR Molong has achieved over the years including being SPAR Store Of The Year twice and being the recipient of many Department Awards.

Debbie's focus is strong throughout the store, ensuring everything from the staff structure to legal compliance is covered. Her initiative, attention to detail, high standards of staff presentation and training are all factors which are respected in the store. Her ability to listen and achieve staff satisfaction are valued internally, just as her customer service and community involvement are within the community. Debbie goes above and beyond to support locals who need it and this is greatly appreciated.

Store Owners Peter & Anne-Marie Crich and Patrick & Diane Brennan believe Debbie's involvement, energy, high standards and hands on approach have been driving forces in SPAR Molong's long term success.

Located at 27-33 Bank Street, SPAR Molong ensures great convenience for their local community, being open from 8:30am - 6pm Monday to Saturday and 8:30am - 5pm on Sundays.

SPAR Australia congratulates Debbie Stone of SPAR Molong on being awarded the 2015 SPAR Pride Of Workmanship Award, particularly with such significant competition for this award.

### **SPAR Chirn Park**

SPAR Australia was proud to announce the winner of the 2015 Community Support Excellence Award is SPAR Chirn Park, owned by Bernie and Jannice Low. Stores who were considered for this award are actively involved in local community activities, undertake local sponsorships, provide a tailored local offer & live by both SPAR and family business values.

SPAR Chirn Park is a community store located on the Northern end of the Gold Coast. Famous for thinking outside the box, Bernie has championed a quirky event to both bring the community together and raise funds for charity. Now in its third year, the SPAR Australian Egg Throwing Championships are the pet project of SPAR Chirn Park Retailer Bernie Low. The event is run voluntarily by members of the Lions Club International and proceeds raised are donated to the Lions Children's Mobility Foundation. The last two events have been hugely successful and we're sure this year's will be as well. The event will be held at Gould Adams Park, Logan City on Sunday 25th October.

As President of the Australian Egg Throwing Federation, the event is coordinated by Bernie. Bernie also created the event mascot, the SPAR Chook, who has subsequently visited a number of other SPAR stores to assist them with promoting their community events. All credit to Bernie for being the organiser and spokesperson for this eggstreme event and for achieving such media interest right around the country all in the name of such a worthwhile cause!

Located at 31 Musgrave Avenue, SPAR Chirn Park ensures great convenience for their local community, being open from 7am - 9pm, 7 days.

SPAR Australia congratulates SPAR Chirn Park on being awarded the 2015 Community Support Excellence Award, particularly with such significant competition for this award.

## **SPAR Express Lynches Road (Armidale)**

Owned by Davd and Julie Dorrian, this year's Gold Star Tobacco Award winner, SPAR Express Lynches Road in Armidale, exhibited strong execution of the Gold Star pricing structure to reflect the current market environment, legal compliance, ongoing product availability and the support of new lines in store. SPAR Express Lynches Road achieved recognition from supplier reps and was supported by the tobacco manufacturers when considering this year's award.

In the three years SPAR Express Lynches Road has been trading, this 150 square metre store has continued to drive their focus on convenience, excelling in food to go and impulse products. This year, reducing the prices of their tobacco products to ensure they have a competitive edge has assisted in both bringing more people into the store and also improving sales in other departments.

Congratulations to SPAR Express Lynches Road, winner of the 2015 Gold Star Tobacco Award.

## **SPAR Express Mermaid Beach**

SPAR Australia was proud to announce the winner of the 2015 Customer Service Excellence Award is SPAR Express Mermaid Beach, owned by Frank, Filomena, Michael & Andrew Covino and managed by Sam Baweja. Stores who were considered for this award were assessed against criteria incorporating the service this store provides their customers, the constant positive feedback received about the store and the Retailers' ongoing efforts to continually find new ways to better serve their local communities.

SPAR Express Mermaid Beach is a community store with a superb, quality fit out, located on the Gold Coast. The engaging and friendly natures of the staff in SPAR Express Mermaid Beach guarantee customers always enjoy their time in this store. The excellent recruitment and training practices in place ensure this store is very well known in their area for their customer service. There are always staff on hand to assist customers and make them feel welcome.

The SPAR Australia Office has received fabulous feedback from SPAR Express Mermaid Beach customers which typically includes phrases such as "commend your staff", "exceptional customer service", "warm welcome", "always have big smiles" and "they are an asset to your business".

Providing a superb shopping experience for their customers, combined with the outstanding presentation and standards exhibited throughout the store, ensure locals keep coming back despite the great amount of competition in the area. This modern day convenience store features hot & cold food to go, a comprehensive grocery offer, fresh produce, meat, dairy, freezer, general merchandise and the Gold Coast's award winning Outpost Pies.

Located at 2406 Gold Coast Highway, on the corner of Markeri St, SPAR Express Mermaid Beach ensures great convenience for their local community, being open from 6am - 10pm, 7 days.

SPAR Australia congratulates SPAR Express Mermaid Beach on being awarded the 2015 Customer Service Excellence Award, particularly with such significant competition for this award.

## **SPAR Express Oxenford**

SPAR Australia was proud to announce that for the second consecutive year, the 2015 SPAR Express Store Of The Year is SPAR Express Oxenford, owned by Duncan Harvey and Grant Hawker. In addition to the Store Of The Year Award, SPAR Express Oxenford were also recognised as the Brand Ambassadors of the Year. Retailers who were considered for the Brand Ambassador award achieve compliance to SPAR's promotional program, demonstrate support of the SPAR warehouse, have a tailored local offer, are strongly involved in their communities and are stores SPAR are proud to have their brand on.

SPAR Express Oxenford is a fantastic store located in the Northern suburbs of the Gold Coast. This superb community store is recognised for continuing to develop and tailor their offer to better meet the needs of their customers. SPAR Express Oxenford has gained such a following that many of their customers drive considerable distances just to shop in this store.

Their strong food to go offer is a key focus area at SPAR Express Oxenford. The store is famous for their chicken pies which have been developed using Grant's experience as a chef to be absolutely delicious and addictive! To complement these, they also offer BBQ Chickens, hot chips, sandwiches, frozen drinks, an awesome range of gourmet sweet treats and coffee. With a comprehensive grocery, dairy, freezer, bakery, meat and fresh produce range, it's not hard to see why this gorgeous store is so popular with the local community.

Working to redesign the store's front end achieved great results. Ensuring the status quo is always re-evaluated for potential improvements is a key strength of this team. In addition to having a great store which portrays the SPAR Express brand in a fantastic light, Duncan & Grant continue to go above and beyond to promote SPAR and help other SPAR Australia Retailers. Being first to physically go and introduce themselves to new Retailers in the area, helping out new stores and assisting other Retailers with orders, nothing is too much trouble for these great guys. Helping with staff training, sharing resources and knowledge and providing all kinds of assistance to other stores in the region all comes naturally at Oxenford.

Promoting the brand strongly on social media and building up a loyal following of fans from near and far is beneficial not only to SPAR Express Oxenford but to the brand as a whole. Constantly looking for ways to further drive business and promote the brand, these fine ambassadors for SPAR show true commitment to and passion for the brand.

SPAR Express Oxenford are known for their superb customer service and their huge social media following only has positive feedback about the store. Constantly engaging with their customers, sharing news about their store, products and events has proven to be a great way to build a solid fan base – both online and in the real world! It's not hard to see why this gorgeous store is so popular with the local community.

Committed to serving their community by offering a great range of products at competitive prices, this first class store is an extremely deserving winner of both the Brand Ambassador Of The Year and the SPAR Express Store Of The Year Awards.

Located at 4/26 Michigan Drive, SPAR Express Oxenford ensures great convenience for their local community, being open from 7am - 7pm, 7 days.

SPAR Australia congratulates SPAR Express Oxenford on their success in these annual awards, particularly with such significant competition within the network.

## **SPAR Maclean**

SPAR Maclean had an extremely successful night, walking away with a trifecta of awards, including the Produce Department Of The Year, the Store Investment Excellence Award and the major award of the event, SPAR Store of the Year. A regular award winner in categories such as Customer Service and Brand Ambassador categories, it was exciting to see SPAR Maclean step up to take out the big one.

Located in northern NSW, SPAR Maclean is owned by Bob and Judith Little and is managed by Janelle McLachlan. This unique store proudly claims the title of the longest continually running grocery store in Australia. The fantastic combination of the store's heritage and the new and exciting modern offer resulting from the renovations undertaken in the last year, provides a unique and wonderful feel in the store. Feedback from customers since the refurbishment has been extraordinary and sales have continued to grow.

Strong supporters of their local community, SPAR Maclean maintains a high focus on staff presentation and providing exceptional service. Featuring a full range of fresh fruit & vegetables, a full Service Deli, freshly baked bread, meat provided and maintained by the local butcher, groceries and many services including Special Event Ticketing and Fishing Licences, SPAR Maclean really caters for their local community. They always achieve full compliance to the SPAR promotional program and run a competitive pricing structure to ensure value is offered to their customers.

SPAR Maclean is a store with a strong community bond, consistent standards, and a tailored local offer. The store's unique character and the commitment of the store's staff ensures customers have experiences in store that truly reflect the ideals of SPAR. The engaging and friendly natures of the staff in this store ensure customers enjoy their time in the supermarket. There are always staff on hand to help throughout the store and the number of trips made out to cars carrying customer's shopping is incredible! The importance of rewarding customers through their loyalty program and their focus on service really demonstrate the old fashioned customer service that is a key feature of SPAR Maclean.

It's often said that the Produce Department is the department that sets the standard for the rest of the store and its freshness and quality is what makes loyal customers. After winning the 2014 Produce Department Of The Year Award, SPAR Maclean's already great produce offer improved even further as a result of the renovations undertaken at the store. The freshness and quality of the produce available at SPAR Maclean is superb and their range includes products that are difficult to find even in large metro supermarkets.

Produce Manager Debbie really uses her main supplier, IPP, to find out what the best deals are, what old favourites are in season and what new or special items are available to bring something different to their offer. The consistency of the quality, value and presentation of this department, combined with its great range and excellent feel is a testament to SPAR Maclean.

The Store Investment Excellence Award recognises a store who has gone the extra mile to improve through refurb, hard work, new development, new equipment, or other aspects which improves the perception of the store in the local community. It is also a store who has demonstrated strong commitment to the brand. There was no better fit for this criteria this year than SPAR Maclean. Committed to providing an outstanding shopping experience for their customers, Bob and Judith invested significantly to bring their plans for the store to life. This six month renovation saw the store expand to provide a larger shopping area, with less cluttered, more presentable Fresh Departments. Most notably, providing extra room for their award winning Produce Department and the expansion of their Deli which enabled the exciting addition of many new products.

The increased store size allowed SPAR Maclean to offer a larger range of products across all departments. Even while the works were in progress, customers were quick to notice the difference and comment on the increased range available.

The fresh, new, modern image with improved layout and lighting definitely provides a more pleasant shopping environment for customers. The Team love their new store, which enables customers to do their full supermarket and fresh food shop at competitive prices, in a modern environment, while still maintaining the levels of Customer Service that they have become famous for. Ongoing efforts to continually find new ways to better serve their local community see SPAR Maclean go above and beyond all expectations to provide a superb shopping experience for their customers. With the slogan "We pack, we carry, we care" emblazoned on the front of the store, the team at SPAR Maclean really live and breathe this motto.

Located at 4 River St, SPAR Maclean ensures great convenience for their local community, being open from 7am - 8pm every day.

SPAR Australia congratulates SPAR Maclean on being awarded the 2015 Produce Department Of The Year, Store Investment Excellence and the coveted SPAR Store of the Year Awards. SPAR Maclean has definitely gone above and beyond all expectations to provide a superb shopping experience for their customers.

## **SPAR Malanda**

SPAR Australia was proud to announce the 2015 SPAR Dairy/Freezer Department of the Year is SPAR Malanda, owned by father and son, Michael and Jeff English. Winners of the 2012 SPAR Store of the Year Award, as well as the 2013 and 2014 SPAR Grocery Department of the Year Awards, SPAR Malanda has continued their success in 2015.

Located South West of Cairns, the 600 square metre store is competitive with a Woolworths supermarket and one of the largest IGAs in Queensland, both located only twenty kilometres away in Atherton. With the phenomenal range and presentation of their dairy and freezer departments, you could easily be forgiven for discounting the logistical challenges that come with the location of this North Queensland store. Their large dairy case is always well stocked and features a great range of products. The management of this department to minimise waste and shrinkage is fantastic. Complimenting this, their mix of 9 freezer doors and 17 metres of coffin cases ensures SPAR Malanda's customers have access to a comprehensive range of frozen products. With strong support of the SPAR Warehouse and 100% compliance for promotional lines in catalogues, this store not only provides a great range, but also value for their local community.

The excellent standards maintained across the entire store, combined with a strong promotional program, tying up all monthly and weekly specials as well as lead in specials all contribute to the store's success. With over 1,000 shelf talkers printed weekly and strong use of the SPAR Catalogue, the value provided for customers in the store is excellent.

SPAR Malanda delivers customers with a comprehensive range of products and services and are an active supporter of their community. They deliver a very high level of customer service, are very competitively priced and have a high level of community involvement through sponsorships, fund raising and support for local sports and community groups.

Located at 2-10 English Street, SPAR Malanda ensures great convenience for their local community, being open from 8am-6pm Monday to Friday, 8am-5pm on Saturday and 8am-3pm on Sundays.

SPAR Australia congratulates SPAR Malanda on being awarded the 2015 SPAR Dairy/Freezer Department of the Year, particularly with such significant competition for this award.

## **SPAR Molong**

SPAR Australia was proud to announce SPAR Molong, owned by Patrick & Dianne Brennan and Peter & Anne-Marie Crich and managed by Debbie Stone as the winners of the 2015 Meat Department Of The Year, Bakery Department Of The Year and Fresh Food Excellence Awards. In addition to these, Store Manager, Debbie Stone was the recipient of the 2015 Pride Of Workmanship Award.

The 2014 SPAR Store Of The Year has continued to excel throughout 2015. Located in the Central West region of New South Wales, SPAR Molong caters for the needs of their small town, as well as the surrounding communities and properties.

Stores who were considered for the Fresh Food Excellence Award exhibited a comprehensive fresh food offer with the quality and price of their fresh food items suited to their customer demographics. These stores demonstrate compliance to SPAR's promotional program, support of SPAR's Preferred Suppliers & a tailored local offer. Excelling in the area of fresh food is a crucial part of operating a successful business. Developing processes, training staff and demanding excellence in execution ensures Retailers are able to be competitive and maintain a quality fresh image.

SPAR Molong have a strong Fresh Food offer for which they are known throughout the Region. Their excellent produce offer is complimented by a great service deli, BBQ chickens and their award winning in-house butcher and bakery departments. Stores often tailor their offers to local communities but SPAR Molong bring their community with them on their fresh food journey. Their customers are now well trained to try the new foods SPAR Molong introduce and they're not afraid to give anything a go!

SPAR Molong's fresh food departments are a key factor in their customer perception and retention strategy which sees customers choose to shop locally rather than take the drive to Orange where all of the majors are located. Nicole, Tanya & Kirt ensure the quality range of fresh foods available in this store is excellent and is a real drawcard for customers.

Steered by experienced butcher Peter, The Meat Department at SPAR Molong has continued to excel with their outstanding range and quality of products on offer. Customers know that only top quality products are available and they are at truly competitive prices. From juicy steaks to flavoured rissoles and marinated chicken pieces to organs, SPAR Molong has it all! Mark has brought a lot to this department and this year, even created fantastic blue sausages which were a hit on State Of Origin days! Breaking down bodies on-site is great for both customers and the business as it ensures a wider range and minimal product waste. Being able to be very particular in regard to the quality of meat they are purchasing is something SPAR Molong sees as a point of difference.

The cross merchandising exhibited in the meat department not only assists customers in deciding what they have for dinner, but also provides utensils such as tongs and other items for customer convenience.

SPAR Molong have also continued to develop their bakery offer. They have capitalised on the challenges many stores face in sourcing fresh, consistent bread supplies and seasonal products to drive sales and ensure a consistent, quality supply for their customers.

Under the guidance of Cindy, SPAR Molong bakes loaves, rolls, cakes, tarts, slices, pastries, donuts and buns on site daily, as well as seasonal products such as Hot Cross Buns. They also range a number of other cakes, slices and biscuits. They not only bake normal rolls and loaves though, they produce fantastic products such as curry bread and other gourmet varieties which are now in huge demand! Their cheese and pesto scrolls are absolutely delicious and that Pavlovas are in high demand in Molong as SPAR has become famous for their decorated masterpieces!

The outstanding range, presentation and standards exhibited throughout the store ensure customers at SPAR Molong can find everything they need locally. The importance of their loyalty program and their focus on customer service really demonstrate the old fashioned customer service that is a key feature of this store.

Located at 27-33 Bank Street, SPAR Molong ensures great convenience for their local community, being open from 8:30am - 6pm Monday to Saturday and 8:30am - 5pm on Sundays.

SPAR Australia congratulates SPAR Molong on being awarded the 2015 Meat Department Of The Year, Bakery Department Of The Year and Fresh Food Excellence Awards, particularly with such significant competition for these awards.

### **SPAR Mungindi**

SPAR Australia was proud to announce the 2015 SPAR General Merchandise Department of the Year is SPAR Mungindi, owned by Jeff & Prue Sykes.

Located in a drought affected region on the NSW/Queensland border, SPAR Mungindi are the only store in town with a General Merchandise range so they recognise the needs of their local community and try to cover everything! Their huge range includes products such as stationery, hardware, electrical, gardening, party needs, plasticware, kitchen utensils, gifts and toys. With the belief that every child has a birthday each year and also needs presents for Christmas, toys have become a very successful category in this store.

With retail space of 450 square metres, this fantastic General Merchandise section combined with strong produce, deli, hot food, dairy, freezer and grocery departments, provide the local community with a fantastic one stop shop. The strong presentation of the comprehensive range of General Merchandise items available ensures this is a stand out department in the store. The use of seasonal and occasion based displays, promotional ends and floor stacks round out the General Merchandise offer at SPAR Mungindi.

Located at 200 St George St, SPAR Mungindi ensures great convenience for their local community, being open from 8am - 6pm Monday to Friday, 8am – 12:30pm Saturdays and 9:30am – 12:30pm on Sundays.

SPAR Australia congratulates SPAR Mungindi on being awarded the 2015 SPAR General Merchandise Department of the Year, particularly with such significant competition for this award.

### **SPAR North Parramatta**

SPAR Australia was proud to announce SPAR North Parramatta, owned by Frank & Teresa Primerano as the 2015 SPAR Deli Department of the Year. This is the fourth consecutive year SPAR North Parramatta has been recognised as having the Deli Department of the Year.

SPAR North Parramatta truly are the Deli Champions! Every year they not only maintain their fantastic standards and product offering, but they continue to grow their offer as well. Maintaining their clear focus on the importance of their Deli has seen this store become famous in the Parramatta Region. They have built a solid reputation in their local community as a result of the excellence of their 9 plus metre deli which features a full range of deli meats, cheeses and antipasto, a hot food bar, a cake fridge and a coffee machine. Their sandwich bar, variety of fresh salads which are made daily, lasagnes, pastas, homestyle quiches and prepacked dinners have all proven to be very popular. Their hot food bar offers BBQ chickens as well as gourmet pies and pizzas. Each day there is something new to try, but the staff at SPAR North Parramatta ensure the favourites are always available!

SPAR North Parramatta's super convenient school lunch program where parents order online and the lunches are delivered freshly made to the schools is continuing to grow. They have also recently added a café to the store due to the demand of customers wanting to enjoy the food from this department while at the store. Listening to their customers has greatly assisted with continually developing and expanding their fantastic product range.

To complement their great deli, SPAR North Parramatta offer a quality range of fresh fruit & vegetables, a strong meat offer, an in-store bakery and dairy, freezer, grocery and liquor departments.

Located opposite Doyle Ground at 51-53 Albert St, SPAR North Parramatta ensures great convenience for their local community, being open from 6:30am - 7:30pm Monday to Saturday and 7am - 6:30pm on Sundays.

SPAR Australia congratulates SPAR North Parramatta on being awarded the 2015 SPAR Deli Department of the Year Award.

### **SPAR Sussex Inlet**

SPAR Australia was proud to announce the 2015 SPAR Grocery Department of the Year is SPAR Sussex Inlet, owned by Dimitri & Maria Spyrikis.

Located on the South Coast of NSW, SPAR Sussex Inlet's grocery department is one of the most comprehensive offers around. When the SPAR Australia Team went to relay and re-range this store earlier in the year, the store stocked every line in the Ranging Report so they were only able to cut in 200 lines when updating the store flow. This 600 square metre store features approximately 200 bays of groceries which are designed to specifically meet the needs of the Sussex Inlet community and their many tourists. In addition to that, SPAR Sussex Inlet are known for their promotional ends and off location displays which provide significant value for their customers.

With excellent standards maintained across the entire store, great flows, complete promotional compliance, thousands of tickets to promote their lead ins, lead outs, specials, Long Term Low Price products and community market days, SPAR Sussex Inlet is committed to providing a great range and value for their customers.

These programs combined with the constant improvements and new initiatives being implemented on the shop floor ensure the offer and shopping experience for customers is constantly improving. The full range of groceries, fresh produce, store prepared meat, service deli, salad bar, bakery, dairy, freezer and GM ensure SPAR Sussex Inlet are supporting their community in every way they can.

Located at 167 Jacobs Drive, SPAR Sussex Inlet ensures great convenience for their local community, being open from 7am - 7pm Sundays to Thursdays and 7am – 7:30pm Fridays and Saturdays.

SPAR Australia congratulates SPAR Sussex Inlet on being awarded the 2015 SPAR Grocery Department of the Year, particularly with such significant competition for this award.

### **TwentyOne Café & Grocery Store**

The Affiliate Store of the Year Award was presented to a Retailer who does not display one of SPAR Australia's brands, but trades under their own banner. SPAR Australia was proud to announce the winner of the 2015 Affiliate Store of the Year Award is TwentyOne Café & Grocery Store, owned and operated by Grant and Tanya Armstrong. TwentyOne Café & Grocery Store is located in Canberra's CBD and is a concept that has been developed to specifically cater for the area in which it operates.

Since taking over and rebranding this business approximately eighteen months ago, TwentyOne Café & Grocery Store has continued to grow. The use of SPAR's reporting tools have assisted in building this business and achieving impressive percentage sales growth. The grocery offer has been increased and customers are now presented with a greater offer in this wonderfully convenient café and grocery store. The ambience is fantastic and results in the store being a real hub for locals. Having the complimentary offers of a café, liquor store and grocery store in one has proved to be a winning strategy that is being nurtured with continuous development.

The industrial feel with cool lighting and chalkboard signage throughout the store gives TwentyOne Café & Grocery Store a real point of difference in the Canberra market. Working together with SPAR, there are plans in place to further grow this business and provide an even greater combination of value and convenience for customers.

Located at 21-23 Marcus Clark Street, Canberra, this store shows great commitment to conveniently serving for their local community, trading from 7:30am to 7:30pm Monday to Friday and 8:30am to 5:30pm on Saturdays and Sundays. SPAR Australia congratulates TwentyOne Café & Grocery Store on being awarded the 2015 Affiliate Store of the Year, particularly with such significant competition for this award.