

## Better serve our Customers and members

The expansion of any business is an exciting time for employees, and in the retail industry, the people they serve. Like over 4500 other members, I am a partial owner of the Littleton Food Co-op and I also have the distinction of working at the Littleton Co-op. I see firsthand the excitement and energy that is flowing there as the time draws closer to our planned 2016 expansion.

A huge portion of our success comes from our members and non-members alike. For those who might not know, one does not need to be a member to shop at our Co-op, as all are welcome. Being a member does come with additional benefits, such as discounts and patronage rebates. One of the main reasons we have decided to expand is to offer our members and non-members a larger selection of goods. We have frankly run out of room to add new items. It's time for a larger store and to be able to carry the items shoppers want without sacrificing items already on the shelf. How many of us have had an item you bought all time suddenly disappear to make room for something else? I think most of us have had that frustration.

Frustration also has its place in waiting to be checked out. With the expansion we are trying to improve the speed and ease to purchase your goods and continue with the rest of your day. Our front end can be a little bottlenecked sometimes and we understand that. We hope our new plans will allow a more speedy check out service. Feel free to check out our new conceptual designs that we have displayed at the Co-op. We are always eager to hear what members and non-members have to say!

If you haven't visited the Co-op, please stop by and see what we have to offer. If you do shop our store, please continue to visit and with your support we can share this journey of expansion together.

Thank you,

Mark Hollenbach

Assistant Front End Manager, Littleton Co-op Board Member

