



Denis O'Flynn, president, CSNA

Increased Lotto cost unlikely to affect sales

Vincent Jennings, (pictured), CEO of the Convenience Stores and Newsagents Association, has said that it is unlikely that an increase in the cost of playing the Lotto will lead to a decrease in players. The National Lottery recently announced what it described as a 'Bigger Better Lotto', with the cost of a standard two-line ticket rising to €4.

Last week, the National Lottery's Agents Council, which includes members from the CSNA, RGDATA, the Irish Postmasters Union and NFRN, issued a statement that said: "Time does not stand still, the Lotto constantly needs revision and revitalising. As representative members of the retail trade associations, we believe this new game offers our customers bigger jackpots, enhanced prize levels and new ways to win."



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Thought for the month

Nobody should write off the importance of newspaper sales in bringing customers into our stores; each week we sell well over 3 million newspapers and magazines. The majority of such sales are accompanied by other choices available in-store.

CSNA to give analysis paper to Post Office Network Development Group (PONTG)

Many members of the association have post offices situated within their premises and have an obvious interest in maximising this element of their business.

CSNA president Denis O'Flynn and two other members of the National Executive, Ann Martyn (Centra, Mountrath, Co. Laois) and Peter Gaughan (Costcutter, Balla, Co. Mayo) have met with the chairman of the PONTG, Bobby Kerr with a view to providing him with our vision of how co-located post offices can benefit retailers, An Post and our shared customers.

The association has committed to provide to the group an analysis/position paper within the next month.

If any members are interested in providing the association with the benefit of their insights, please contact the office 045-535050 in the first instance.

Celebrating CSNA members

This month we're shining a spotlight on Mick Kelly of Candy's Gala



Michael Kelly outside his Gala forecourt after winning the Today FM/Bord Gais Best Shopkeeper in Ireland award last year

Mick Kelly is a first generation retailer. Coming from a farming background, he entered the retail sector at the tender age of 16 when he got his first official job in the local Pettitt's supermarket in Gorey. After completing his Leaving Certificate in 1997, Kelly enrolled in a trainee retail manager programme which Pettitt's ran.

"Over the next six years I worked in all five Pettitt's branches and picked up an array of knowledge from key people and managers within the organisation," he says. "Probably the most important lesson I ever learned was that: 'The customer is the most important person in any shop'. This was something that the late John Pettitt reminded me of every day for two years during my time in the Wexford branch and I solemnly believe that this is as true today as ever before.

"In 2006 I took over the helm of Candy's Gala in Carnew," Kelly continues. "This was a newly opened green field site on the edge of Carnew, a historic town in South County Wicklow. The shop was a 1,200 sq ft store with a forecourt, employing ten staff. In 2008 we extended the shop area to 2800 sq ft. In 2010 we started a scratch bakery producing fresh bread, scones, cakes, confectionery

and much more. This complimented an already thriving deli and fresh food business, making Candy's the ultimate shopping destination for the local community and beyond. We now employ 25 staff members and operate under the Gala and Top Oil franchises."

Kelly achieved a fantastic achievement last year when he was selected as the winner of the Today FM/Bord Gais Best Shopkeeper in Ireland Award 2014. He was nominated by a number of the store's customers for going that extra mile for them throughout the

snow of 2010. Impressively, Kelly was chosen ahead of 200 other nominations from around the country.

Importance of CSNA

Discussing the association, Kelly says: "We joined CSNA in 2007 and are very proud to be members. It is my opinion that every business needs a little help and support from time to time. The CSNA has been a pillar to our business with Vincent and his team being on hand to offer unbiased advice and support when called upon." ■



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