

# Guardbridge Village Store

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Elspeth's Newsagent

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E & M Services

Elspeth's of Guardbridge

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## WHO WE ARE

We are Michael and Elspeth Paterson, and own and run a family business operating in Guardbridge. We took over the village newsagents business in 1998 when we operated with about 40 news drops. Since then we have added Kincaple and Denhead villages to our rounds. Shortly after Good News closed in St Andrews we took on a large delivery (of some 150 drops) in St Andrews itself. Slowly our Home News Delivery business has grown until we service around 250 customers daily.

## HOW WE OPERATE

We have a team of (largely) reliable newsboys and girls of a variety of ages from 13 to ?? - I'd better not declare the age of our oldest deliverer - and a rounds man who delivers their papers as well as filling in for the areas where it is not yet cost effective to employ a news person. We will always fill in ourselves for holiday and sickness and when papers do not come in on time. So even if late we always ensure that our customers get their delivery. We missed only one delivery last year when the papers did not get through to us. We are open 365 days per year and even deliver papers on New Years Day - although a bit later than normal!

## OUR SERVICES

We are a small convenience store offering groceries, chilled and frozen goods, fruit and vegetables, stationery, confectionary, greetings cards, household goods, haberdashery and hardware. While we do not carry a vast range of goods we can usually satisfy an emergency purchase! We also operate a delivery service for some of our customers who find carrying bulky or heavy items difficult.

We are also agents for LAUNDRY AND DRY CLEANING, PHOTO PROCESSING, and SHOE REPAIRS. Elspeth herself offers a garment repair service and the opportunity to have your own special occasion card designed and embroidered. We have a PAYZONE TERMINAL for phone topups and bill payments, although we cannot process as many services as a Paypoint agent.

We have a visiting Post Office on Monday and Thursday afternoons between 2.30 and 4.30. Outwith these times we keep stamps in the shop and can deal with ordinary mail, both for the UK and abroad.

We are always open to ideas from our customers about any other service they would like and will try to source it.