

Harry Tuffins

Come and save with us on your fuel all year round

Our great fuel deal 10p off per litre offer, when you spend £60* or more in store

* Usual exclusions apply for offer ie. no fuel, derv, petrol, autogas, cigs/tobacco, spirits, lottery, paypoint, café, post office, top ups – see instore for full details



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CUSTOMER NEWSLETTER SUMMER 2011

Hello and welcome to our summer newsletter.

We have recently been busy distributing the monies raised at last year's Fun Day. Fun Day 2010 raised the fantastic sum of £37,000 which has been given to over 150 local groups and organisations surrounding our stores.

It was so nice to see everyone turn up for their cheques and hear what they are going to be spending the grant on, as well as the many thank you letters received. It makes all the hard work worthwhile knowing so many people have benefitted. Preparations for this year's Fun Day on Sunday 7th August are in full swing. Lots of entries are already in from the exhibitors and stall holders. It is a really great day out

for all the family with loads to see and do and all the money raised goes back into the local communities. We hope to see you there.

Our Country Park at Churchstoke is open, set in beautiful countryside and visitors can walk around the park, let the children play in the kiddies areas, look at the animals or enjoy a picnic around the lake. This is a totally free facility that Harry Tuffin provide for our many visitors to enjoy. We do hope you can pay it a visit sometime to enjoy the wonderful surroundings here at Churchstoke.

May we take this opportunity to thank you all for your continued custom which is so much appreciated and comments are always welcome regarding our

stores and staff, good or bad. We can learn so much from this so please tell us.

You can e-mail admin@harrytuffin.co.uk and we will take on board any comments you wish to make.

Enjoy the Summer Gilroy Delves MBE and Mrs Ruby Delves, Joint Chairpersons of Harry Tuffin Ltd



When you see this logo instore at any Harry Tuffins, if you buy that product, a specified amount of the cost will be allocated to the MADL charity fund. Thank you to you all for supporting our stores and the Making A Difference Locally charity. We really are making a difference locally having raised and donated over £21,000 to over 70 charities, organizations and good causes within our local communities through the Making A Difference – Locally charity since

2009, with the latest donation of £400 presented to Wistanstow Village hall towards their project providing facilities for youth activities.

The MADL has proved an excellent initiative, allowing our business to support the people who support us with the donations being a joint effort from customer, suppliers and NISA.

More info at: www.makingadifferencelocally.co.uk
Want to apply for funding? Please contact your local Tuffins store manager for details.



New Promotions in store regularly
To view or download our online 3 weekly promotional brochure go to our website at www.harrytuffin.co.uk
We can also send it direct to your inbox.

Check out our website www.harrytuffin.co.uk for latest offers, store information, news and promotional booklets

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Healthy Granola Breakfast Recipe

Courtesy of Karen Thorpe - Hopton B&B

500g jumbo oats
100g flaked almonds
100g pumpkin seeds
100g sunflower seeds
50g linseeds
100g soft brown sugar
50g butter
3 tablespoons of honey
3 teaspoons of cinnamon

Preheat the oven to 160° C or fan oven 140° C.
Mix together the oats, seeds, nuts & cinnamon in a large bowl. Put the sugar, butter and honey in a saucepan and heat gently till its all melted together. Pour onto the dry ingredients and mix really well.

Spread onto a large baking sheet or in a non stick roasting pan (you may need 2 baking sheets if you don't have a large one or cook in 2 batches).

Cook for 45 minutes, stirring every 15 minutes to break up any lumps and stop the edges browning too much. Leave to cool completely and then put in an airtight container.

Homemade granola is so easy to make and you can vary your ingredients to taste. You can add dried chopped fruit after it's cooked and vary the ratios of seeds & nuts. Using 50ml of sunflower oil instead of the butter will make it super healthy! In summer I enjoy this with rich creamy natural yoghurt and berries. In the Winter it's perfect with poached cinnamon spiced plums. My husband has a bowl every morning with yoghurt, a sliced banana and a good drizzle of runny honey. This makes enough to store in 2 large kilner jars, which lasts us about a week at the B&B. You could halve the ingredients. It will last a couple of weeks in a sealed jar.

Many thanks to Karen for her secret granola recipe! You can learn more about Karen and her B&B at:
www.shropshirebreakfast.co.uk
and you can follow her on twitter and facebook for excellent recipes and day to day happenings of a B&B lady.



Aiming for Gold

Tuffins selected as finalists in The Grocer Gold Awards 2011. We are very proud to have been finalists in the category of Independent Retail Chain of the year at this years The Grocer Awards 2011. Recognising the best of the best in grocery retail for service, initiative and commitment, the Grocer Gold awards are held in high regard by all within the industry.

Gold was still on the horizon as Tuffins Churchstoke were presented a gold award from the MY SHOP IS YOUR SHOP campaign in June 2011 for support within the community, one of only 200 stores in the UK to receive this award. The My Shop is your shop campaign is raising the awareness and the importance of independent retailers and their commitment to the communities they serve in.

Thank you to all of you, our customers, who continue to support our stores, we are very proud to be at the heart of your communities, whilst remaining truly independent with the ability to offer you a unique service.

A Day In the Life...

Andrew Gill, Beer Wines & Spirits general operative at Harry Tuffins, Churchstoke

How long have you been in your current role? *I have worked on the Beers Wines and Spirits (BWS) category since I joined the company over four years ago.*

What are your key responsibilities?

I have a wide variety of responsibilities in my current role including ordering the required stock for replenishment of the BWS category. Then, when this stock is delivered which is twice a week, I check that we have received the correct items and that the BWS aisle is restocked. I also make eye-catching displays which draw new customers to the aisle and helps to create instore theatre, as well as ensuring all point of sale on the section is correct.

Why did this type of work interest you and what made you take this route? *I have been in the retailing trade for over 30 years and after retiring from my previous role I wanted a job I could truly enjoy. The variety of jobs I complete means that no day is ever the same so there is never time to become complacent.*

What challenges you within your current job? *The only thing that I find challenging is times when we are extremely busy. As I am till trained and also cover breaks at the petrol station it can often become quite hectic. But although this is challenging it also makes the days fly by.*

Describe a usual day in your current job. *On a delivery day I will usually be in work for 7.30am to check off the new stock, then split the stock down and assign to the correct departments. I will then transfer the stock onto the shop floor ensuring that every display is full and looks appealing to the customer.*

Which skill do you have to use most in your job? *I would say I have to use my organisational skills the most as I not only have to plan my time accordingly but I also have to plan which stock to order and where to locate this in the department.*

What is your favourite task of the week and why? *I wouldn't say I have a favourite task of the week as I enjoy everything I do at work. I am trusted to plan my own day and work using my initiative which I believe is extremely important in a job role.*

What advice would you give to someone wanting to choose the same career as you? *Although I love my job, someone looking to choose the same career as me has to be prepared to work hard and have excellent people skills as there is a great deal of communication with the customers. You have to be extremely committed to provide the customers with great service as well as a good range of products.*

What achievements are you proud of in your role? *When a great deal of time and a lot of consideration has gone into a display I am very proud when positive comments are received from other staff members as well as customers. I am also very proud of my product knowledge and being able to make recommendations to customers.*



Check out our website www.harrytuffin.co.uk for latest offers, store information, news and promotional booklets

Harry Tuffins

Knighton team receive Texaco Gold Award for outstanding customer service



Photo shows (left to right) Paul Andrew Area Sales Manager at Texaco, presenting David Morris Store Manager and Michael Drayton on behalf of the Petrol forecourt team with their Texaco Gold Club Award for outstanding customer service during 2010, giving them a double triumph having attained the award now for two years running. Congratulations to the Knighton team and David's aiming high to make sure they get the award again in 2011!

News from our branches

- Holywell:** Rob Fox our manager in Holywell, North Wales just wanted to say hello to all of you. The people of North Wales now know who Tuffins are and what we are about and we have fantastic customers. Customer feedback is really positive and we will keep building on this in the future.
- Coleford:** Jack Schofield takes on the role of Acting Store Manager at Tuffins Coleford, whilst John Fletcher moves from there to our Lydney Store. Tracey Powell has moved from our Lydney store and being promoted to Senior Supervisor at Coleford.
- Machynlleth:** We would like to pass on our congratulations to John Gray-Jones who takes on the managers role at the Machynlleth Store.

Eat in one night this week

with a special recipe from Peter Gartell, owner and chef at The Sun Inn, Marton, Welshpool.

Friccassee of Chicken with Asparagus served with Saffron rice.

- 4 Chicken breasts
- 1 med. Onion finely chopped.
- 1 clove of garlic chopped.
- 1 bunch of Asparagus (cut off 1 1/2 " of the tip and blanch, finely slice the stems, not the woody ends and reserve for later)
- 1/2 pint of chicken stock (can be made from a stock cube)
- Double cream (about 1/4 pint)
- Salt & Pepper to taste
- Butter
- 1 glass of white wine

Dice the chicken, season with salt & pepper. Fry the onion & garlic in butter but do not allow to colour, add the diced chicken & continue to cook but again dont allow to colour, add the wine and reduce a little then add the chicken stock and simmer for five minutes, add the sliced asparagus stems and cream, simmer gently until reduced a little, check seasoning before serving.

Saffron Rice

- 1 mug of basmati rice
- 1/2 onion finely chopped
- 1 clove of garlic
- 1 bay leaf
- 1 mug of light chicken stock
- 2oz butter
- pinch of saffron soaked in a little warm water
- Salt & Pepper

Wash & drain the rice, melt the butter in a pan with a lid and fry the onions & garlic without colouring, add the rice and stir fry for two mins, pour on the hot stock, saffron, bay leaf & water and stir, bring to the boil then cover with buttered greasproof paper and put the lid on the saucepan, allow to simmer for 2 mins. Remove from the heat and allow to stand with the lid on for about 10mins until all the stock has been absorbed. Stir in a little more butter and season with salt & Pepper.

Serve with the friccassee garnished with the asparagus tips.



The Sun Inn
Marton
Welshpool
SY21 8JP
www.suninn.org.uk
01938 561211



Harry Tuffins

Tuffins Annual Charity Funday - Sunday 7th August 2011 in our Park at Churchstoke - 10.00am – 4.00pm

Adults £3 - Children £1

Funday programmes will be on sale in all our stores before funday so for £1 you can support the day from afar.

- Hot Air Balloon Display
- Vintage traction engine rally
- Model Airplanes
- Dog Agility Show
- Birds of Prey Display
- Fun Busters Kids Party
- Sheepdog Working Display
- Helicopter rides

Do you have a vintage exhibit? go to our website and download an exhibitors form but must be back with us by 5th August.

Are you a charity or local fundraising group? you can come with a stall on the funday ground for free! (limited numbers allowed) go to website and download form and get it back to us – first come first served.

Come along for a fun filled day and know that the money raised will be helping so many worthy groups

A few words from organizations who've benefitted from funday 2010:

'Thank you very much for your support shown towards Busy Bees and your kind donation of £100 which we will be putting towards the purchase of a new bike for the group' Busy Bees, Chirbury

'On behalf of the curators, committee and all those involved in the running of the museum, I would like to thank you for this years donation from the funds raised on your annual funday. This event is a wonderful way of supporting all sections of the local community and we appreciate the enormous effort and cost involved in putting on such an occasion. The money will be spent on upgrading the museums software for cocumentation of the collection in the museum.' Montgomery Old Bell Museum.

'I am writing on behalf of the staff and children of Maesyrrhandir CPSchool to thank you for your kind donation to our school fund. The money raised at your fun day will enable us to purchase some digital cameras for the school. Many thanks once again.'



Come and say hello to us in our new home in the country park! We are Alpacas and our names are Gerry and Dennis, can't wait to see you!

We welcome your feedback and suggestions . please email us at admin@harrytuffin.co.uk or drop a line to head office with your comments. Thank you.

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