

Gala Performance



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Every few months, Gala visits a standout store. This month, we visited Paul and Liza Harkin, owners of Harkin's Gala in Ballybofey, Co Donegal

Can you tell us about your store and how long you have been with the Gala Group?

We joined the Gala Group in 2012. Since then, our store has evolved significantly. We have a good mix in our customer base, from both local trade and passing trade, as we are on the busy N13 road that links Donegal with Sligo. We are a destination stop for people travelling west from Donegal, Derry and Tyrone. The store is also regarded as a one-stop-shop, with a variety of products and services available in-store from our deli, diner and Bakers Corner, to name but a few.

What attracted you to become part of the Gala Retail Group?

The smart branding and image of Gala Retail and being part of a retail group that is a household brand name, which is recognised

and respected throughout the country, was a big draw for us.

How has the support of the Gala Group evolved since you became part of the group?

Gala is constantly evolving through the introduction of new concepts to keep their retailers at the cutting edge of retail. Concepts like Baker's Corner, New Street Deli, Coffee Junction and the most recent Galato ice cream concept are innovative additions to stores and ensure that the Gala name continues to be a leading symbol in the retail sector. Their hands-on approach, with regular support from our Regional Manager and Fresh Food Manager, is paramount in keeping the store and our services up to the high standards that our customers now expect and receive on a daily basis.

What Gala concepts have you implemented and what impact have they had on your store?

We currently have the Bakers Corner concept and we are undertaking a store revamp in the weeks ahead which will allow us to implement all of the existing Gala concepts in our store, taking our offering to the next level. The Baker's Corner concept is an exceptional

home baking concept that has made us a destination stop in terms of home baking with a fabulous range of freshly baked products to choose from each day.

What would you say to retailers who are considering joining the Gala Group?

Go for it! You will be part of a team in every sense of that word. This is a symbol group that delivers for its retailers in terms of image, value, and business support, as well as providing concepts that will keep you at the forefront of retailing.

What systems have most benefited the day-to-day running of your store?

Gala's chilled central distribution is of great benefit to us. The Gala Logistics Ordering System (GLOS) is an online ordering system that is very easy to use and allows us to have the very best in chilled and fresh food products delivered directly to our door to meet all the needs of our customers.

