

Gala Performance

Every few months, Gala visits a standout store. This month, we visited GARRY SMITH, owner of Smith's Gala Ballyconnell, Co Cavan

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

Our store is a family run business and was opened in December 2009 in the middle of a recession. The store is a forecourt store with a range of offerings. We pride ourselves on the exceptional quality of our fresh food offering, including our ever growing deli, the high standard of which has enabled us to run a business alongside our shop, known as Smith's Catering. We have recently started up a pizza business and introduced the exciting Galato ice-cream concept from Gala, as well as adding a salad bar and a wine section to the store, and we're excited to say that we have many more plans on the horizon for our store.

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

Part of the attraction of the Gala Retail Group was the fresh and modern branding and concepts that the Group offers its retailers. The Gala Group were interested in us from the get-go and the help and assistance of the expert team at Gala confirmed that this was the Group that could help us achieve our goals for the store.

How has the support of the Gala Group evolved since you joined the franchise?

We are very fortunate to have an outstanding team working with us. Our Retail Operations Executive (ROE) David Mayne is very hands on and readily available to provide advice and guidance when required. Our Fresh Food Executive, Peter Duffy and our Wholesaler



McCarrick's have been a fantastic support all along. We are very highly motivated people and want to push as many barriers as possible and we find the support from the Gala Retail team to be of the highest standard.

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

The Gala concepts we have implemented are Bakers Corner, which has been a big draw for customers, and the Galato chilled dessert and ice-cream offering, which we added recently. Galato has delivered very welcome

footfall for the store and has drawn the attention of the community to the fact that our store has a lot to offer, which is especially welcome in these uncertain times.

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

Gala is a group that supports its retailers and drives business for its stores. Gala is always ahead of the game with new ideas and, most importantly, an expert support team to aid and advise retailers when required, and to help them turn big ideas into reality. ■

