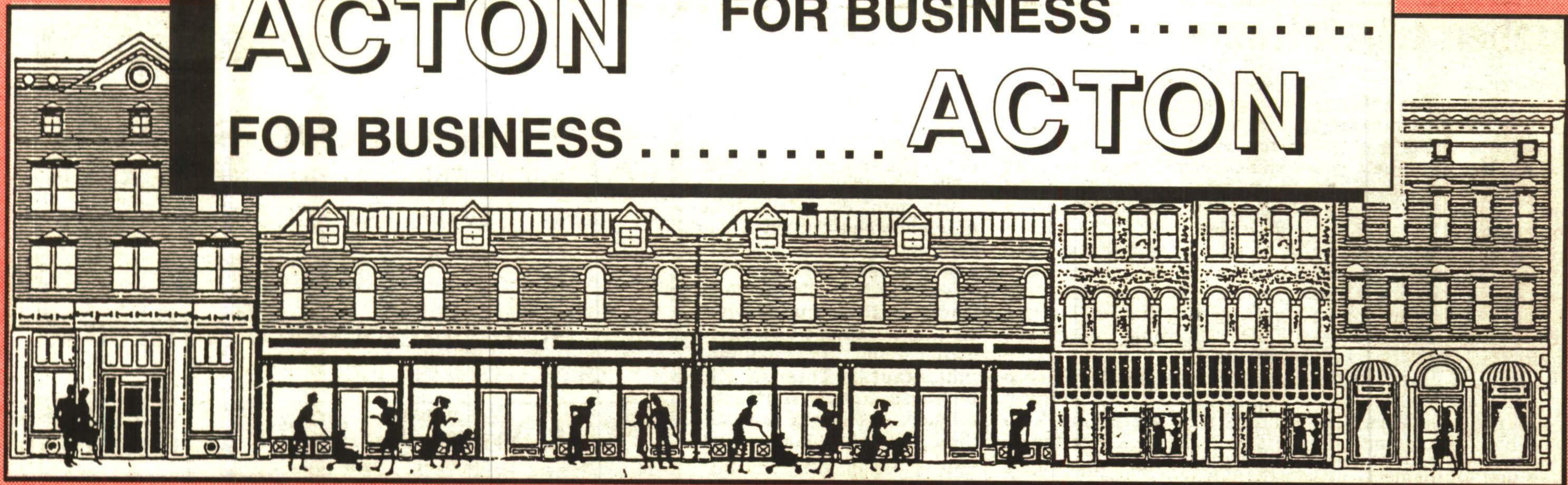


ACTON FOR BUSINESS ACTON



Tim O'Connor is not only the owner of Acton Foodland, he's also the butcher.

Tim has owned the Foodland at 140 Mill St. East, for three years. He has four full-time and eight part-time employees and himself as the butcher.

"I was working in a store in Sutton and the ownership of Acton came available and I bought it," Tim said.

Tim says the difference between his smaller store and larger chain store is customer service.

"We cater more to the customers' needs — their individual needs. Instead of saying, 'here's what we have and take it,' our customers can actually talk to the staff and me about their concerns and needs," he explained.

One example of Foodland's difference from larger chain stores is its home delivery service.



TIM O'CONNOR

"We have a van go out every day at 2:30 p.m. that delivers mainly to older people and seniors," he said.

In the past Tim has worked in stores which don't keep customer service in mind.

"They discouraged us from smiling, because they thought the meat guy's time was too valuable to spend answering

customers' questions. Not here though. We're here to take care of the customers," said Tim.

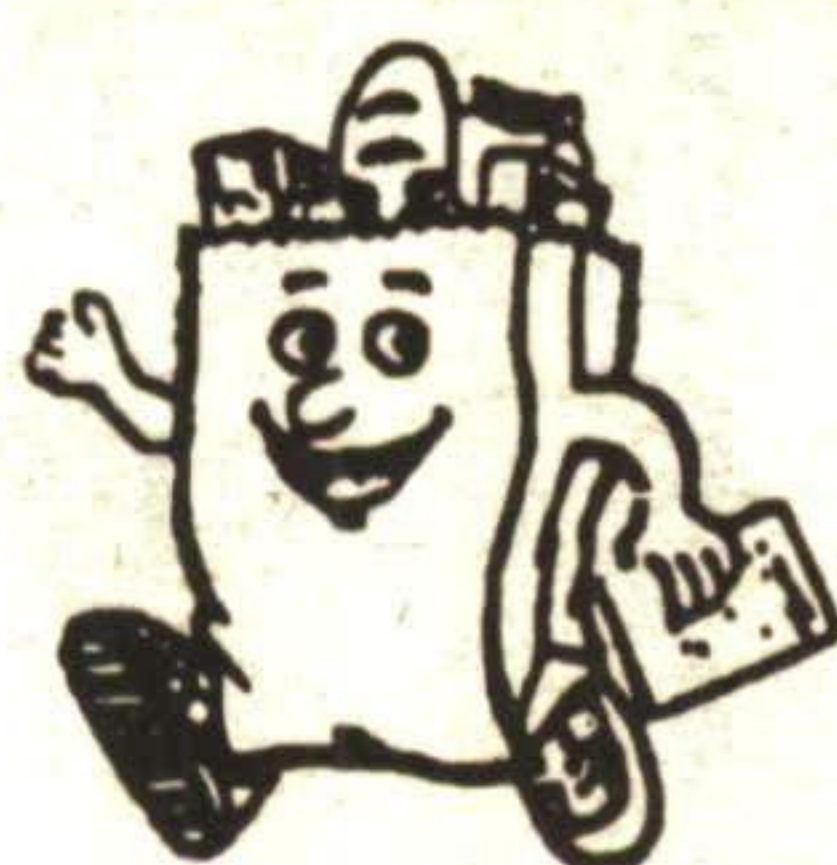
Acton Foodland is 6,000 sq. ft. and offers more than 10,000 grocery items.

"I do all my shopping here," said Tim. "We don't have a bakery, but we do have bulk buns," he said. "We're looking into expanding, but there's no definite time frame."

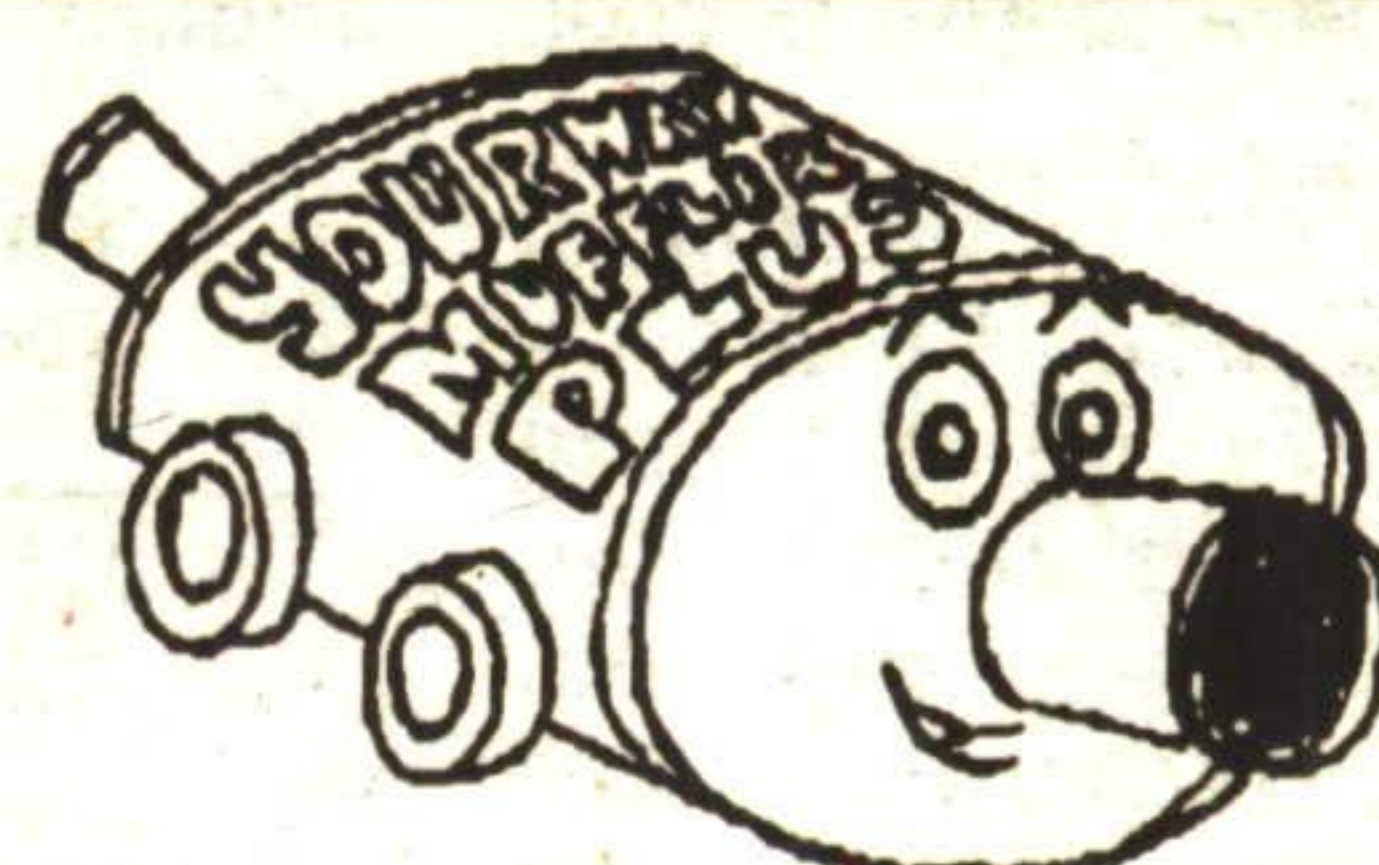
Want to find out more? Call Tim at Foodland, 853-0400.

Acton FOODLAND

140 Mill St. E., Acton, Ont. L7J 1J1
Tim O'Connor



Telephone (519) 853-0400



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