A photograph of a woman with long blonde hair smiling warmly at a man in a dark suit and glasses. They are in a shop with shelves of products in the background. The man is looking towards the woman.

one | stop

# We make your life simpler

Use the time you'll save to focus on your  
customers and growing your business



01543 363003



[openaonestop.co.uk](https://openaonestop.co.uk)



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# We replicate in Franchise what we do in our company owned stores, **saving you time**

When you become a One Stop Franchisee you will be working with a retail model that is profitable, tried, tested and proven within the convenience industry.



The make-up of **your store will mirror that of our company owned stores.** The same systems, processes, marketing, POS; you name it - anything our company owned stores have you will have as a franchisee meaning you don't have to sweat the small stuff. With all these elements in place, it gives you the ability to take a step back to focus on what matters; building relationships with your customers and growing your business.

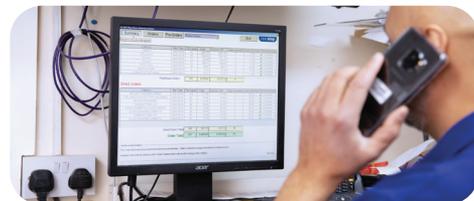
We will share with you our **in-store routines and our fully integrated technology systems** which together, will ensure your store is serving your customers a little better every day. Even when we complete our yearly category range reviews we provide all franchisees with new planograms to ensure the right products are on sale, in the right place for customers.

All of this is based on customer-insight data, so you can sit safe in knowing we have done the hard work

for you, all you need to do is action the changes in store.

The best bit about all of this is our transparent, weekly fee covers all of it; everything including full business support from a dedicated Business Development Manager guiding you on financial and sales performance with our professional expert Head Office team; deliveries to store with no minimum drop; a bespoke, industry-leading, fully maintained EPOS system, and our professional, great quality POS ensuring your store is always looking its best, all with **no hidden surcharges.**

The only time you'd ever be asked to pay in addition would be for any services that fall outside of our basic operating model for our company stores. This includes things like in-store radio, digital marketing and coffee; even then our scale often means you could have access to these **services at a cheaper cost than doing it independently.**



# We help you act as a **responsible retailer** keeping you legal, safe and compliant

From day one of joining One Stop we take the onus from you. **You can rely on our expertise** to keep up with the myriad of regulations and laws to ensure you are always a legal, safe and compliant retailer.

From implementing all necessary building surveys if you are developing your store as part of working with us, to doing all necessary checks to ensure your store is legally compliant and up to date with all health and safety regulations - **we do the hard work for you.**

All our expertise is fully supported by 4-weekly visits from your Business Development Manager who will audit your store and give you guidance to ensure everything is in place for you to be a safe and legal retailer.

Our daily franchise communications also keep you up to date with all changes helping you remain legal daily.

## Hear it from our Franchisees on how we kept them safe and legal during Covid-19



"We have had great support from One Stop, screens at counter, floor vinyls, 2 meters apart POS and hand sanitiser for customers and staff. Keeping us all safe and at no cost to the retailer."

**One Stop Leamington Spa, Sunder Sander**



"One Stop provided us with PPE, which was ready to use. I didn't have to worry about it, which in turn allowed me to focus on the new customers which were coming into store. This also allowed me to go out into the community to do home deliveries and create care packages."

**One Stop Hartlepool, Harnek**

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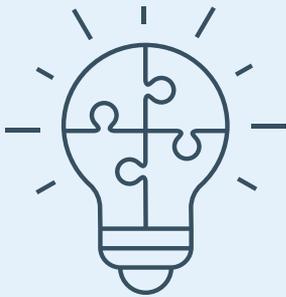
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# We make **insight-led decisions** that benefit your business

Our customers are at the heart of our core purpose and this ensures whatever we do will initiate sales growth.

**'Serving local shoppers a little better every day'**



Every decision we make is **never** based on a whim. We use our in-house insight team and access to Tesco insights to ensure all decisions are right for customers making sure **we are always grounded customer-first**. It also means we are always on the pulse, analysing data and trends to spot opportunities for **business growth**.

Your Business Development Manager will continually share this knowledge with you, supporting the development of your business and discussing opportunities.

You can sleep easy at night knowing that One Stop has everything under control whilst you focus on growing your business.

Don't forget, if it doesn't work for us, we won't give it to you; as everything we do is **tried, tested and proven**.



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# Our **support helpdesk** solves any problems for you saving you time

If you do have any questions our support helpdesk is only a phone call away. They will help you with all types of queries, giving you one point of contact - **keeping it simple and easy for you.**

Our support help desk is our one stop shop for any support you require, be that a question for more information or a problem in store - we'll do the leg work, find the right people to support you, get you the answers you need, so you don't have to spend time calling around. Everybody in the team cares about your business.

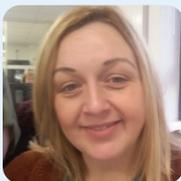
Our single point of contact is also a great way for us to get your feedback and ensure that we work together to constantly improve.

## Meet your support team



"Here in the Retail Helpdesk team we have a wide range of knowledge including 25 years of in-store experience. We are available 6 days a week to support you with any queries you have. We will be here from day 1 for you, from taking your initial enquiry to sending you everything you need to become a One Stop Franchisee and supporting you every step of the way."

**Natalie Store Support Team Lead**



Siobhan



John



Marie



Lauren



Sue



Kael



Steve

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Find out more:

- Read this leaflet 
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- Email us at [JoinUs@onestop.co.uk](mailto:JoinUs@onestop.co.uk) 
- Visit [openaonestop.co.uk](http://openaonestop.co.uk) 

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