

Past Tenants

Budgens

Budgens finally closed in January 2008 at the termination of their lease with the Co-op who is the freeholder of the supermarket site. John received a well-deserved promotion within the Budgens organisation and we wish him well and every success in the future.

The article below originally appeared in our Shop Profiles section:

Residents of New Ash Green are very lucky the dynamic Mr. Jon Bunney was appointed manager of Budgens in February 2006.

Since Mr. Bunney took over the management his infectious enthusiasm for his business has improved the supermarket enormously. He has increased the range of products available, the shelves are always full and waiting time at the tills has been greatly reduced.



Mr. Bunney has extensive supermarket retail experience having been in the business since leaving school. His original training was with Tesco between 1989 and 1992. Subsequent to that he has now worked in six of Budgens' supermarkets.

In Budgens Tadley, Wooten Bassett and Devises he was assistant manager. More recently he has been manager of Budgens Langley, Rye and now New Ash Green.

He is not a remote manager and can often be seen helping his staff with filling the shelves or on a till to reduce queuing time for customers. He has introduced many new ranges and if requested by customers will consider adding new items. His catalogue of items available through the Budgens network contains over 12,000 items, some 9,000 of which are available in the New Ash Green supermarket. If requests are received for items which he does not have in stock he will check to see if they are available through the Budgens network and try to find an alternative if they are not.

Mr. Bunney is increasing the variety of vegetarian and special diet foods on the shelves and is keen to have more locally sourced and organic produce available for customers.

If anyone knows of a local supplier then please contact him in the store and let him have contact details.

Since Mr. Bunney became the manager the number of people shopping at Budgens has increased and turnover has improved dramatically. Last year New Ash Green Budgens had one of the largest percentage increase in turnover of all the Budgens supermarkets.

As part of their quality control the supermarket is visited by anonymous inspectors referred to as "mystery shoppers". They check such issues as availability of stock on the shelves, shortness of queues at the tills, politeness of staff, quality of produce. The overall impression is assessed on a percentage basis. At the last inspection the assessor scored Budgens New Ash Green at 100%. The average over the past year was 87%.

All this has been done through a focus on service and availability.

Mr. Bunney employs 45 staff on a full or part-time basis. Most of the staff live in New Ash Green and have worked in the supermarket for a long time.

There are five managers: Helena Breach (Administration), Catherine Clarke-Wolfe (Fresh Food), Zahid Noma (Customer Services), David Maidment (Fresh Food), Vanessa Franklin (Cash)

The longest serving member of staff is Helena Breach who first joined the supermarket 22 years ago when the store was then run by Liptons.

Budgens is a keen supporter of local clubs and events. Assistance has included the sound system and clown for NAG village day, scouts, Ash Fete, raffle prizes for local good causes, CLICK the child leukemia charity, food for primary school breakfast club, Lifeboats, Ash Church, local animal rescue charity and many more.

Mr Bunney and his staff together are making New Ash Green Budgens an excellent and enjoyable local supermarket and an asset to New Ash Green.

He is committed to making further improvements, is pleased to be working in New Ash Green and is happy to receive comments and suggestions from his customers.