



The "Knocks" Newsletter

2/2018



The Auctioneers Arms - September Edition.

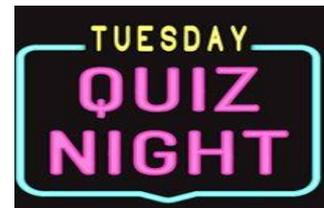
Welcome to our second edition of "The Knocks" newsletter.



Manager Update: It's hard to believe we've been open for nearly four months now. Terry, our relief manager is working hard with all of our staff to formulate new processes, systems and a robust training package to ensure that we invest in our Staff to offer the very best customer service and to ensure we keep our existing customers happy and attract even more new customers to our lovely Hub. When all staff have been fully trained and systems are in place we will be advertising for a full time, permanent manager. We've had a few staff

leave the Hub for pastures new and wish them all the best for the future and thank them for their support in the early months. We are looking to appoint a Bar supervisor to support the manager and ensure a smooth running of the hub.

QUIZ NIGHTS: The Tuesday night quiz is going from strength to strength and growing in popularity within the local community. We've received positive feedback saying that it great to have a quiz night back in the local area again. Long may it continue and currently '*Play the cards rayt*' jackpot is just over £350. We even get the chance of a cheeky photograph of the winners onto our Facebook page when they don't hide away from us.



ENTERTAINMENT: After listening to feedback from customers we've had some great and varied entertainment on at the Hub including an "Open Mic"

evening. We are trying to keep it as varied as possible and now have a dedicated member of staff who looks to book the acts going forward to try and meet everyone's taste in music.



CAVERSWALL COMMUNITY SOCIETY

With seasonal events such as Halloween, Bonfire night, Christmas and New Year not too far away, staff are beginning to make plans to ensure that our customers continue to enjoy some great entertainment and events in our Community Hub.

Themed Events:

Handbags, jewellery and purses night - We held our first themed night in August with the opportunity to purchase new handbags for our customers. This was received really well and everyone had an enjoyable evening.

🌸 Pamper Night 🌸 : 17th Oct 2018



Come and join us for an evening of indulgence with Tropic, multi award winning, vegan and cruelty free products. Update that skincare, find that perfect tanning product for the festive season, or refresh your make-up bag. Whilst enjoying your favourite tippie with your friends.

MacMillan Coffee Morning – 23rd Sept 2018

In aid of MacMillan Cancer support we will be hosting a Coffee Morning in “The Gavel.” The World's Biggest Coffee Morning is Macmillan Cancer Support's biggest fundraising event whereby people in the UK and worldwide host their own Coffee Morning. The donations received go towards Macmillan services. Please come along and support this great cause.



The Gavel/Food: Plans are ahead as we intend to recruit new catering staff over the



next few weeks to push forward with the enhanced day time menu. A number of customers have requested that we serve hot food so this will be the initial stage of introducing a full menu into the hub. Things are moving on behind the scenes with plans for proposed kitchen alterations to allow us to deliver the food service that will help the hub to deliver a full menu. However due to structural alterations being required this may take some time so please bear with us. We are also looking to improve the pubs accessibility for those customers whom may need it, with better rear access and accessible toilet facilities so that everyone can enjoy our venue and make everyone welcome. When the plans are finalised we will make them available for people to see and give constructive feedback. Work is underway to look at various grants and funding opportunities to fund this next stage.

Caverswall Community Society

Registered Office; 1A The Green, Caverswall, Staffordshire, ST11-9EQ

CAVERSWALL COMMUNITY SOCIETY

Community Support: We received an amazing donation from Boultons Nursery helping to make our outside greener and nature friendly. We'd like to say a really big thank you for the generosity that Boultons Nursery have shown to our Community Hub. It's great to see a local company supporting us and being so generous and believing in our cause. They have informed us that they are now open to the public and based in Moddershall Staffordshire so please go and check them out. We've already planted the majority of these into the Hub carpark and



hopefully they'll help to bring a little bit of countryside back to our venue. We've been trying to keep the plants watered and blooming for as long as possible to try and make the local area more attractive compared to only a few months back when our doors were closed to customers.

We have also received donations of soil From **Tony and Jill** from Acres Green, Caverswall who have also been wonderful and without this the containers wouldn't have been filled. Once again great local community spirit and generosity showing their support to our journey and long may it continue. All these donations are allowing us to bring back a brightened corner of our local area.



We'd like to say a big well done to our first competition winner of our first ever Facebook competition who has won cake and coffee for four people in the near future. Hopefully lots of pictures to follow with them enjoying their prize.

Private Functions: We'd like to remind people that our venue is available for use for events and it's just a matter of speaking to our Manager Terry or a member of staff to see if the venue is available to use. We don't currently charge a venue hiring fee for your event and have had a number of successful events within the Hub bringing in new and hopefully returning customers.

Maintenance and repairs: Behind the scenes we are trying to keep on top of all those jobs at the pub that will keep the Hub looking sparkling and new. If you do spot anything please feel free to let us know as constructive feedback is always welcome. We have had some issues with the ladies toilets that we've had to call in an external company to camera and rod the drains. We are hopeful that we may have finally got to the bottom of this (mind the pun) and fingers crossed everything will keep flowing nicely.



CAVERSWALL COMMUNITY SOCIETY

Respect for others:

A polite reminder that when leaving the pub late at night to be respectful to our neighbours and to leave as quietly as possible as they too are part of the community. We are trying to ensure and make the Hub as welcoming to as many people as possible, new and old, and ask that when within the Hub everyone is respectful and polite to one another. We have come so far in such a short period of time and we all should be proud of what we have achieved and how we have achieved this. Truly remarkable!



We would also like to remind our customers that whilst we do listen and take note of the requests of our customers, with the greatest of respect we *can't please everyone all of the time* and we have to consider what is best for the business and the community. We hope that you understand this and equally respect the management's decisions.

Share Holders and Committee update



Our first **AGM** is being planned in for October 2018 and a final date will be confirmed as soon as all the legal and financial submissions are completed as these have to be reported during the AGM. We will also post the AGM process and agenda and allow sufficient notice to ensure as many shareholders as possible are involved and can attend. We are also working on the discount/loyalty cards as promised as part of the share proposal so watch this space. The management committee also have a legal obligation to demonstrate how they have made a positive, social impact within the community as two thirds of our funding is provided by local government grants and loans. A number of shareholders have still not collected or received their share certificates. Please contact a member of staff giving your name, and confirm the name(s) you require on your certificate and the number of shares purchased so this can be cross checked and verified. Alternatively you can email us with the details at the address below.

CAVERSWALL COMMUNITY SOCIETY

Regular updates can be found on our Facebook pages and website. Once again, on behalf of Caverswall Community Society I would like to thank you all for your continued support.

Kind Regards



Brian Griffiths
Chairman – Caverswall Community Society

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