

May 2012

When the revenue of our tuckshop dropped dramatically after the appointment of new staff and the introduction of the Smart Choices menu, our P&C did not know how to go about turning this situation around. As busy working parents with no retail experience the task was too daunting for us to undertake ourselves. Jocelyn travelled to our school spending time with the existing staff and volunteers and during this time she not only established what needed improving but gave us as the committee the tools to ensure that we could effectively manage the tuckshop in the future even when staff change over occurs. Jocelyn was well received by the staff and volunteers who found her expertise and knowledge meant that she was able to provide solutions to all issues identified and she provided training in areas where improvement was identified. We found her report to both comprehensive and easy to follow especially as she supplied us with the resources to make implementation a relatively easy process to follow.

Regards

**Fiona Terrell**  
**Kawungan State School**