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SPECSAVERS CUSTOMERS IN CAIRNS KEEP AN EYE OUT FOR SEPCIAL HOME DELIVERIES

Specsavers at Stockland Cairns has gone above and beyond by personally delivering customer orders straight to their doors amid COVID-19 restrictions.

Suzanne Smith, dispensing director and co-owner of Specsavers Earville, said that the decision to move to delivery was an obvious one.

“When the 1.5 metre social distancing restrictions came into effect, we weren’t able to do frame adjustments as we normally would for our customers, so there wasn’t a real requirement to come into the shop.

“We knew that many of our customers were seniors who may be unable or reluctant to come into our store to collect their glasses, and so thought this was a great way to show that we supported their choice to stay home. We didn’t want them to go without their glasses for longer than needed.”

Once Specsavers received the glasses from their lab, they packaged them up with all of the warranty paperwork, an information sheet for first-time glasses wearers, and a free bottle of lens cleaner. All glasses were set up to a standard alignment prior to delivery.

Ms Smith continued: “I started asking our customers if they needed anything else brought from the shops since I was here anyway. There were a few who did take me up on that offer.”

The Specsavers team made deliveries from the M suburbs, right out to Wrights Creek. With restrictions starting to ease across Queensland, the team is able to start booking customers back in to the store again.

“Now that we’ve re-opened for non-urgent care, we’re taking social distancing very seriously and have created a safe environment for customers and staff,” said Ms Smith. “We would really appreciate if customers could call ahead before visiting, so we can more effectively manage the number of people in our store and better enforce social distancing.”

Malcolm Miller, Centre Manager at Stockland Cairns, said that it was great to see some retailers adapt to change so quickly and with such a positive attitude.

“The Specsavers team shares our same Stockland values of supporting our local community.

“It’s been inspiring to see Suzanne and the team take on the challenge of home deliveries with such enthusiasm, and to continue providing their customers with such an important service and products during these times.”

ENDS

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About Stockland: Stockland (ASX: SGP) was founded in 1952 and has grown to become Australia’s largest diversified property group – owning, developing and managing a large portfolio of shopping centres, residential communities, logistic centres, business parks, office assets and retirement living villages. Stockland is rated as one of the most sustainable real estate companies in the world by the Dow Jones Sustainability World Index (DJSI). Stockland is also an Employer of Choice for Gender Equality, as recognised by the Workplace Gender Equality Agency www.stockland.com.au