



# Osbornes Butchers Visual Guide



## Visiting Osbornes Butchers

This guide will help you know what to do and what to expect when you visit our shop.



Arriving at the shop



There is parking on the road in front of the Butchers,  
and around the village.

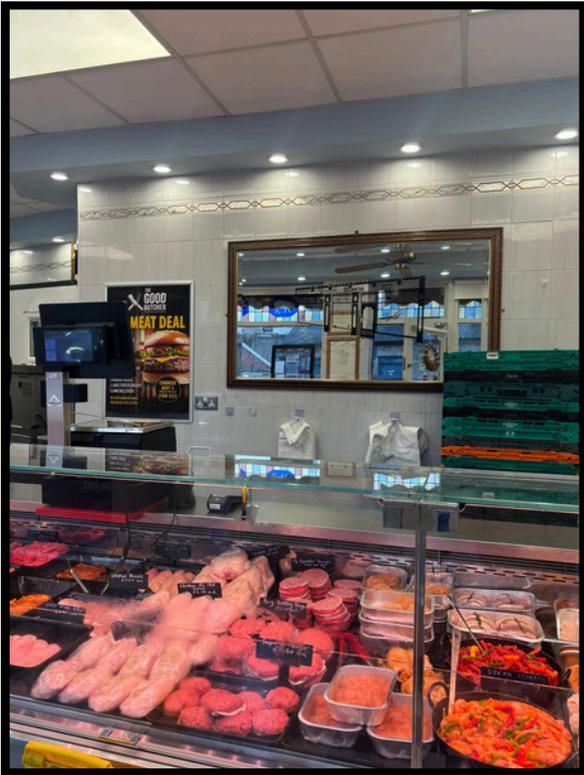
Be careful of cars and coaches travelling on the road.



Entering the shop



You can go through the main door into the shop.  
If the door is closed you can push it to open.



## Layout of store



When you enter, there are refrigerators in front of you where the meat and poultry are displayed.

On the right, there is a small refrigerator with ready to cook meals and other fresh produce.

On the left you will see fresh food and cupboard items for sale on shelves.



Seeing the staff



You will see the staff behind the counter.

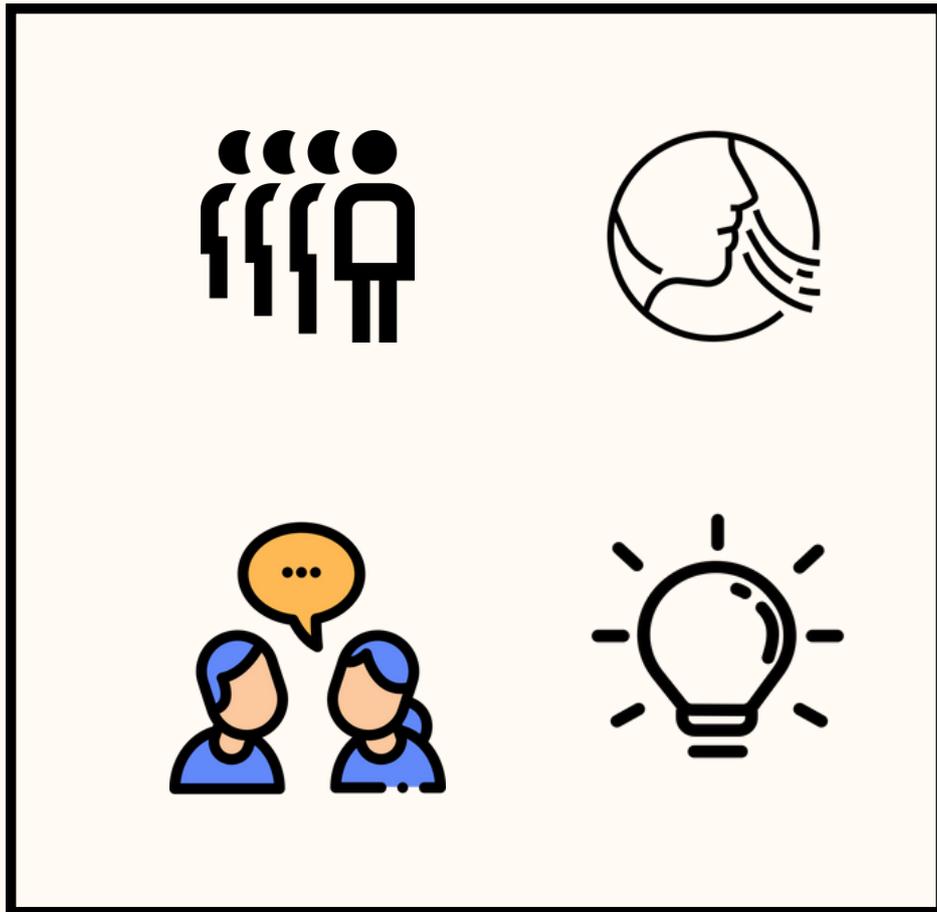
There may be other people in the store. You might need to wait until the other customers are served to order your items.



When it is your turn, the staff will ask you how they can help.

They will be happy to answer any questions you have.

You can tell the staff what you want to buy and they will prepare the items for you.



## Sensory Information

- There may be other people queuing to pay for items
- Customers and staff may be talking out loud
- The door might bang if opening and closing.
- The fridge lighting is bright
- The temperature in the store might be cold because of the refrigerators.
- You might smell meat and other food smells.



## Checking Out

When you have chosen all of your items, the staff will tell you how much you need to pay.

You can pay with cash, card, or contactless payment

When you are finished you can leave the shop through the same doors that you came in.

## Additional information:

If shopping in person is difficult for you, you can ring in your order and pay for it over the phone.

You can park outside and someone will bring your items out to the car when you phone and let us know you have arrived.

We hope that this visual guide was helpful.  
If you have any questions or specific requests  
please call us on

(021) 438 5190

Thank you!

