

June 1, 2012

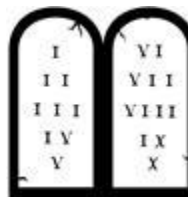
The Bay Bulletin

Bay Used Books – 35 Years Servicing the North

“A book you haven’t read is a new book” author unknown



Service Commandments



As part of our ongoing commitment to improving customer service, we have come up with the following 5 commandments:

1. We will greet everyone when they enter the store.
2. We will *not* talk to other employees while we are serving you.
3. When possible, we will show customers the section that they are looking for rather than pointing them in the right direction.
4. We will always make customers our #1 priority.
5. We will respond to all requests or enquiries within 24 hours.

If you think we have broken one of these commandments, please let us know. If you would like to add another commandment to the list, feel free share your thoughts with us. You can also provide us with confidential feedback by sending an e-mail to annebouffard@vianet.ca.



New Customer Appreciation Reward

We have many fantastic customers who have supported our business for years and continue to be loyal shoppers. To thank you, we will be having a draw every month for a \$50 gift certificate. Any customer that spends more than \$30 (after credits) at a time will be given a “Thank You” ballot to enter the draw.

Winners will be contacted by phone. You can also check our website or facebook page to see if you have won.

Bay Book Club Selections

➤ **Donna:** *Anything* by Michael Connelly

Julie: *Lothaire* by Kresley Cole

Laurie: *Open Season* by Linda Howard

➤ **Anne:** *The Help* by Kathryn Stockett

➤ **Dave:** *Raptor Red* by Robert T. Bakker

➤ **Chantal:** *No Great Mischief* by Alistair MacLeod



We are giving our old building a much needed facelift, which will hopefully be completed by the end of the summer.

We apologize for any inconveniences!

Bay Used Books

124 Elm Street, Sudbury, Ontario, P3C 1T6
(705) 673-9311



You can now find us online at www.bayusedbooks.com. Learn more about us, check our hours, browse our photo gallery, request a book, comment on our book blog, or contact us with your questions, comments or concerns. As an incentive to get people to check us out, we will issue a \$5 book credit to anyone who visits our site before September 1st, 2012.

Let us know you were there by sending us a book request, commenting on our book blog or by using our feedback form and we'll make out a book credit that you can pick up next time you are in the store.



You can also find us on facebook. After 100 likes we will have a draw for a \$10 gift certificate, after 200 likes we'll draw a \$20, after 300 likes... I think you get the picture. Just click on  Like and you can be a winner!



BIG SALE



Books for \$1.00! Just look for the bin with the Big Sale sign and the balloons to see which author you can pick up **for \$1.00**. A new author will be featured every couple weeks. Check out which author is on sale at any given time on our website and our Facebook page.

Science Fiction LOVERS

If you are a science fiction collector, or know someone who loves old science fiction books, now is the time to come and see our selection. We recently acquired a large supply of SF books. **THE SHELVES ARE OVERLOADED!**

History and War LOVERS.

We have more history books and more war books than we know what to do with. Come check them out!

Monthly Sale

Every couple months, we feature a 50% Sale on some of our books. In December, the sale applied to all Christmas books, in February to certain Romance authors and in April and May it applied to gardening and home improvement books.

Starting June 1st until the end of August, we will be offering 25% off on all Kids Books that are downstairs.



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