

Aurora grocery aided by volunteers in Coronavirus outbreak

Community volunteers are stepping up to help Prisco's Family Market in Aurora maintain operations.

In an email to customers today, Prisco's president Andy Guzauskas said, "Volunteers are helping us take care of our customers. Dropping their daily routine to help stock, bag, carry out, and deliver. Especially Sarah, Brian, Ashley, Sam, Amy, Jen, Catie, Bill, Leo, Jackson, Dan, Kyle, Dave M."

Guzauskas commented in an update to customers on his store's Coronavirus response:

He said, "I want to extend my sincerest gratitude to the entire community. To our customers, for remaining calm and supportive and understanding in this challenging time. I have said it many times before and this situation has reaffirmed we have the greatest customers in the world!"



"To our suppliers for going the extra mile, working around the clock every day to bring food to our community, thank you for your service. Certco, Prairie Farms, Mancuso, Butternut, Turano, Bunzl and Orlando Imports have gone the extra mile to serve and supply, and we can't thank them enough.

"To our employees, you have taken the challenge and are working tirelessly to bring the service level that we expect. Thank you for sacrificing your extra time to help serve our customers and friends!"

Cleanliness and Sanitation

"We have been able to maintain our high standard of cleanliness and sanitation. One change that we have made since our last update is that the hand sanitizer that was in the front of the store has not been replaced since it was stolen the other day. If you would like to sanitize after entering the store, please proceed to the deli area, meat department or see a cashier.

Retail Ethics & Value

"There have been many instances in the world where people are hoarding or price-gauging high-demand items. We WILL NOT be raising our prices or changing our TPR programs as long as our suppliers continue to maintain the current cost structure. We will continue to provide a strong value to our customers.

"There will be some changes to current advertised items, as some suppliers have not been able to supply product to fulfill the demand. We will post those signs throughout the store. Currently, the list of those items is very small.

Amendment to Our Return Policy

"Given the current environment, we are making an amendment to our return policy. Effective April 1, there will be absolutely no returns of paper products accepted, with or without a receipt.

Operations

"As long as we can supply our store, our operating hours will remain unchanged. Should that change, we will post the changes on Facebook, in-store, and through an email blast.

"If you want to avoid the crowds, we can shop your order or deliver to you! We will fulfill orders the best we can and in a timely manner. Please be understanding and flexible in order fulfillment times. In-store item limits and out-of-stocks apply to pick-up and delivery as well. If you would like to place an order please reach us via Email: customerservice@priscosfamilymarket.com; Fax: 630-264-9901; Phone: 630-264-9400

"This is a challenging time, but we are meeting and exceeding the challenge with your tremendous help! This is not a time for panic and chaos, but of awareness, calm, and hard-work. We have faith that humanity as a whole will come out stronger because of the obstacles we overcome. This situation is no different.

"We will be in constant communication should any changes arise."