



Lisa Williamson - POS & Systems Co-ordinator

Lisa first met the Capital Chemist Group in 2011 when she was working with a third party company that ran the point-of-sale (POS) system for the group. Lisa was one of the team that convinced the group that their POS needed updating and that it would be beneficial to apply her point-of-sale solution in their stores. The group agreed and took her system on board, but they needed more knowledge! This opened an opportunity for Lisa to join the group in a more official capacity and administer the roll-out process and implementation in 2012. The relaxed, family-friendly vibe made this an easy decision to make. "I enjoyed and admired the way they supported their staff; the group has a great outlook towards family. I loved the way the group conducted themselves within the community. That was a very strong reason for me to come on board with the group in an official capacity."

The group brings a sense of belonging to staff and customers, you feel like you're a part of the family. The sense of caring goes beyond 'just running a business'. The teams at store level get down to basics and personalise the service with their customers." Lisa is supportive and consistently impressed with how the group contributes to their communities. "There's so much happening, it's never just one story, there's so many good things that the group does for the community."

Lisa was instrumental also in sourcing, implementing and managing the loyalty program for the group. "The loyalty program is our way of giving back to our customers, it's our



way of being able to show that our customers are a part of our community and a part of our Capital Chemist Group family, we are there for them, and we genuinely care.” The Capital Chemist Group is accepting and supporting of family life and promoting a healthy work life balance for all their staff. “I’m very proud to be part of the Capital Chemist Group, I consider the group as my extended family.”

Lisa was present at the National Pharmacy of the Year Awards in 2014 when Capital Chemist Charnwood won the prestigious title. “That was one of the proudest moments since I’ve been with the group... that was my first experience, knowing that in some small way I’ve been able to help Samantha and her team achieve their goals... You don’t need your name up in lights to know you’ve contributed.”

Capital Chemist Wanniasa then went on to win the award for Innovation in Services, and Capital Chemist Southlands won the Business Management of the Year award at the Pharmacy of the Year Awards in 2016, another proud moment Lisa reflected on. As a group, we have adapted our business over the last few years as we identified a need for a service model pharmacy, based all around patient need. There is a great need for our service model within the communities we work in. Capital Chemist is an extra access point for health services making sure our customers have somewhere to go to when they can’t get to a doctor. We are definitely moving toward a really solid health care model that will build longevity for the industry and for our partners and our stores. “I wear the Capital Chemist badge very proudly”.