

## Executive Summary

Woolworth is of increasing interest to commentators on the internet including investors, suppliers, employees and particularly customers across a wide range of issues. In the run-up to Christmas there is much speculation as to whether the 3 for 2 offers will be repeated. Woolworth Champagne is receiving favourable reviews, whilst the company is applauded by many for its lead in banning incandescent light bulbs. Diverse experience of customer service - in-store and online - is also reflected in mixed view posted by employees about their working conditions and managers.

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## Format of this report:

How many times UKNetMonitor has clipped this site for Sky

Thumbnail of site

Verbatim clipped extract from site, including typographic errors. May include offensive language.

Clickable hyperlink, abbreviated if long.

The context of the clipping

**SKY DIGITAL**  
No. of times Sky has been mentioned by this site: 8

**HD Software update**  
Sky have rolled out some new software for their Sky HD which claims to fix bugs, stability issues, the EPG, and fast-forward/rewind functionality, as reported by subscribers.  
[http://www.hdtvuk.tv/2006/09/sky\\_updates\\_sky.html](http://www.hdtvuk.tv/2006/09/sky_updates_sky.html)

*The HDTVuk.tv site has a traffic rank of 137,250, has 62,093 back links, and a Page Rank of 6/10 which suggests an above average presence, and is likely to be one that many go to for advice, opinion and information as long as there remains uncertainty about the technology. As clipped last week, subscribers are reporting an improvement in performance, although one says that "now my auto switching aspect mode no longer works"*

## Glossary

|                  |  |
|------------------|--|
| Blog             | Short for Web Log. An online diary/journal   |
| Wiki             | A web page of site that can be freely edited by anyone.  |
| URL              | Uniform Resource Location, effectively the address of a website  |
| Back link        | Also known as an inbound link. The number of other websites linking to the one you are looking at - a measure of authority   |
| Inbound links    | Also known as a back link. The number of other websites linking to the one you are looking at - a measure of authority       |
| Domain           | The main part of a web address, ie the site itself.  |
| News feed        | Not necessarily about current affairs, but software that automatically takes information and puts it on your web site/in-box |
| RSS or RSS feeds | Short for "Really Simple Syndication", what goes into a news feed and comes out on your website.                             |

**Traffic rank** is based on three months of aggregated historical traffic data from millions of Alexa Toolbar users and is a combined measure of page views and users (reach). Alexa is a popular search engine which collects data on use.

**Reach** measures the number of users. Reach is typically expressed as the percentage of all Internet users who visit a given site. So, for example, if a site like yahoo.com has a reach of 28%, this means that if you took random samples of one million Internet users, you would on average find that 280,000 of them visit yahoo.com. Alexa expresses reach as number of users per million.

**Page views** measure the number of pages viewed by Alexa Toolbar users. The page views per user numbers are the average numbers of unique pages viewed per user per day. Page views per million indicates what fraction of all the page views by toolbar users go to a particular site. For example, if yahoo.com has 70,000 page views per million, this means that 7% of all page views go to yahoo.com.

**PageRank** is a numeric value that represents how important a page is on the web. Google figures that when one page links to another page, it is effectively casting a vote for the other page. The more votes that are cast for a page, the more important the page must be. Page Rank is score out of 10, 10 being the best.

Clip ref: 5083  
No of Woolworth  
mentions by this site:  
13



### 3 for 2 offers

"I think woolies is also set up to get the best deal for you, or at least the girl told me it was when i asked her to make sure she put them through in the right order."

<http://forums.moneysavingexpert.com/showthread.html?t=569065>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum. A discussion of how shops process BOGOF and '3 for 2' offers;*

*"???? When ever I buy 3 for 2s in boots if I have to buy 2 lots I make sure I go through the till twice arranging the items so that I get the biggest discount. It will always say that you get the cheapest item free on any 3 for 2 not the 3<sup>d</sup> and the 6<sup>th</sup> item you put through the till."*

Clip ref: 5107  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
1



### Advert

"Saw this ad the other night. Pretty awful.

Was it Sluggo who was making a compilation DVD featuring Star Wars related ads? This one deserves to be included (if only for the cringe factor). "

<http://www.originaltrilogy.com/forum/messageview.cfm?catid=2&threadid=8655>

*Context: Forum for fans of the original Star Wars Trilogy. 4048 users are registered to the originaltrilogy.com forum.*

*Page Rank 4/10. Alexa Rank 281,041 135 Incoming links. In response; "I actually kinda liked this one, partly for the fact that the way Darth Vader is treated is rather indicative of how the franchise is treated as a whole these days."*

Clip ref: 5069  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



### Anime

"I bought Naruto 2:1 from the Woolworths site for £19.99, even though it's over a tenner less on Amazon, I'm not waiting 4-6 flippin' weeks. "

<http://nightowldarksky.livejournal.com/16801.html>

*Context: A blogger in Worksop.*

Clip ref: 5098  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
13



### Barcodes

"I spotted a fab poster map, a bit crinkled round the edges, but would be great for my classroom. There was no price, and only one amongst other posters, so i took it to the checkout. As they couldn't find a code, they said they were unable to sell it. Shame, sometimes large retailers shoot themselves in the foot with their obsession over barcodes, if they'd been able to suggest a reasonable price I would have bought it."

<http://forums.moneysavingexpert.com/showthread.html?p=6382078&highlight=Woolworths#post6382078>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum.*

Clip ref: 5073  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Battle toys

"Time was you would book a week off work, crank up the old banger and point it in the direction of the seaside. Not any more. Now if you told the kids the family holiday would be spent in Skegness instead of Disney world Chances are they would tie you up to the nearest lamp post and blow your brains out with the latest must have toy from Woolworths."

<http://paul-fosterscolumn.blogspot.com/2007/09/fosters-column.html>

*Context: Personal blog.*

Clip ref: 5054  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Battle Toys

"There's gonna be a war!

Yes, that's right, you heard it here first. There is going to be a war. What's that you say? There's already a war happening? Ah well. Maybe I'm a bit slow with delivering information, but that's irrelevant. Why else would Woolworths be selling 'Battle Toys'? Believe me, when high street stores start stocking militaria, then you just know something big is going to happen."

<http://colinthebarman.com/2007/09/23/theres-gonna-be-a-war/>

*Context: Unranked Personal blog.*

Clip ref: 5064  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of Woolworth  
mentions by this site:  
3



## Light Bulbs

"Greenpeace today congratulated the high street chain Woolworths after the group announced that power crazy, incandescent light bulbs would not be available in its stores by the end of 2010. From that date only highly efficient, compact fluorescent (CFL) bulbs will be on sale.

The Woolworths announcement puts the chain significantly ahead of a recently announced Government voluntary initiative, which would see major retailers remove all incandescent lightbulbs only by December 2011. A Greenpeace league table also shows that Woolworths are now ahead of many of their competitors - see [www.greenpeace.org.uk/bulbsleaguetable](http://www.greenpeace.org.uk/bulbsleaguetable).

In a letter to Greenpeace, Woolworths recently announced that they "will not be selling incandescent light bulbs by the end of 2010. We will stop replenishing stock of incandescent light bulbs in 2010 to meet this pledge and as such sales in 2010 will be very low."

<http://www.greenpeace.org.uk/media/press-releases/woolworths-to-stop-selling-power-crazy-light-bulbs-within-three-years-20071003>

*Context: Highly ranked campaigning website PageRank: 6/10 Alexa Rank: 6,419*

Clip ref: 5075  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
3



## Light Bulbs

“Remember those flags we hung outside Woolworths’ head office last week? We have more of those. A lot more. Over 100 of them, each carrying dozens of signatures from Woolies customers eager to see the company selling only energy efficient bulbs. This morning, all those thousands of signatures are being delivered directly to the Woolworths board of directors at their meeting being held at head office, but of course we’re doing it with a bit of style.

A team of Greenpeace Light Brigade volunteers will be handing the flags over to the board when they arrive. After our day of action in July, Woolworths CEO Trevor Bish-Jones asked for all our communications to be directed not at staff in the stores, but to head office and to honour his request, that’s exactly what we’re doing. And while they wait for the board to arrive, the volunteers are handing out efficient compact fluorescent bulbs (CFLs) to staff who will pass through a colonnade of flags erected at the entrance. We want to create a buzz in the rest of the office which will hopefully create some internal pressure to match the external pressure the board is feeling.

But we have received some further information from Mr Bish-Jones about their policy on light bulbs. Last week, we sent some of the flags along with a CFL bulb and some information on the benefits of promoting energy efficiency to the board members, which prompted him to write to us. He notes that the company has committed to phasing out incandescents by 2012 or, at least, “cease replacing stock”. There’s a subtle difference, because rather than stop selling these bulbs by that date, they’ll just not buy any more. So beyond 2012 you might still be able to find them in Woolies until those stocks run out, which will delay the extinction of the incandescent bulb even further.

It’s a start, but it’s not something they’ve been shouting about - as I write, there’s certainly nothing in their press releases. It’s also not enough to update our light bulb retailers league table, as they haven’t yet reduced the price of their CFLs. When two of these everyday essentials cost more than a bottle of their much-publicised champagne, you have to think there’s something wrong with their priorities.

We have the evidence that for thousands of their customers, it’s too little, too slowly.”

<http://www.greenpeace.org.uk/blog/climate/woolies-customers-demand-they-seize-the-light20070919>

*Context: Highly ranked campaigning website PageRank: 6/10 Alexa Rank: 6,419 From 19<sup>th</sup> September.*

Clip ref: 5044  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Light Bulbs

“Again, for the UK readers, a word of warning:  
Do not buy Woolworth’s little lightbulbs. They are shit. Let me tell you.  
On Friday, I bought two boxes of two little lightbulbs with the screw not the bayonet. 40 watt they were. For my lovely Habitat bedside light. I figured two boxes should last me a good long time. ... A day later, GE bulb number one is still going strong, like a lightbulb should. This tells me it’s not the light, or the electricians, but the crapness of the Woolworths bulbs. Breach of contract under the Sale of Goods Act, I reckon. I’ll be having words with them, you mark my words.”

<http://lonesomeocean.blogspot.com/2007/10/lightbulbs.html>

*Context: Personal blog written by a ‘Thirty-something female in the UK’.*

Clip ref: 5045  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of Woolworth  
mentions by this site:  
1



## Light Bulbs

“should we be writing the final days of a Labour government, I think this story sums it up: Britain is going to get rid of inefficient incandescent lightbulbs, but very, very slowly, and only because big business has agreed it can. Currys has agreed to stop selling the bulbs by the end of this year, Habitat by 2009, Woolworths, the Co-op, Asda, Morrison’s, and Sainsbury’s by 2010, and Tesco by 2011. Only Somerfield has declined to give a date for a complete phase-out.”

<http://philobiblon.co.uk/?p=2258>

*Context: Natalie Bennett: I’m a writer and journalist based in London, founder of the Carnival of Feminists, managing editor on Blogcritics.org, and a Green Party member. Highly ranked by google (5/10).*

Clip ref: 5047  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of Woolworth  
mentions by this site:  
3



## Light Bulbs

“Great news. Woolworths have made a significant shift in their light bulbs policy and, as a result, are not longer bottom of the heap on our retailers league table.

After receiving thousands of emails and signatures from their customers (ie you) eager to see them take a lead on energy efficiency, Woolies will now be phasing out incandescent light bulbs by the end of 2010. It’s not quite the 2008 date we were looking for, but never the less it’s a massive improvement and they’re now well ahead of many other companies such as Tesco and Waitrose. They’re also cutting the price of their efficient compact fluorescent light bulbs (CFLs).”

<http://www.greenpeace.org.uk/blog/climate/woolworths-makes-the-switch-inefficient-light-bulbs-out-in-2010-20070927>

*Context: Highly ranked campaigning website PageRank: 6/10 Alexa Rank: 6,419 Also posted at*

<http://blog.myspace.com/index.cfm?fuseaction=blog.view&friendID=175871816&blogID=313858404>

Clip ref: 5068  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of Woolworth  
mentions by this site:  
1



## Light Bulbs

“The old lightbulbs are being rapidly replaced by low-energy bulbs, which cost more to buy but last up to 12 times as long and use nearly 80% less electricity.

But the government’s voluntary initiative was criticised by environmental groups and other political parties, who argued that it was weak compared with initiatives in other countries. Australia has banned conventional bulbs beyond 2009.

Yesterday many stores said they were in favour. Currys has agreed to stop selling the bulbs by the end of this year, Habitat by 2009, Woolworths, the Co-op, Asda, Morrison’s, and Sainsbury’s by 2010, and Tesco by 2011. Only Somerfield has declined to give a date for a complete phase-out.”

<http://ecofriends.wordpress.com/2007/09/29/lights-out-for-traditional-bulbs-by-2012/>

*Context: A blog from 3 brazillians to share with the world their preoccupation about the enviroment, and the potential solutions.*

Clip ref: 5080  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Champagne

“A reserved “hats off” to the good folks at Woolworths for some fab (ish - our reservations are below) coverage over the weekend: their new value range got across-the-board coverage as they announced a £5 bottle of champagne.... However, The Guardian described it as “flat with a morning-after taste,” which did rather undermine the messaging. So our question is whether the flat (ho, ho) coverage of the product undermines the brand message - reinforcing the perception that Woolies is a bit cheap bu shoddy.”

<http://t4w.blogs.com/spinningaround/2007/09/hats-off-what-a.html>

*Context: Unranked blog about the advertising industry.*

Clip ref: 5092  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Champagne

“Apparnetly, although I haven’t seen it myself, the Woolworths Champagne was sent to the press (not me, sadly) with suggestions of pick n mix sweets that would be good with it. They also enclosed a couple of bags of sweets. I hear it’s not great, but not by any means as bad as some sold for as much as twice the price!!”

<http://ccgi.quaffersoffers.co.uk/QOforum/viewtopic.php?p=2359&sid=d4052310204f69646f4629aa60129030>

*Context: Quaffers’ Offers Forum has only around 275 members and is unranked. In response, another forum member writes*

*“Victoria Moore (in The Guardian) describes the Woolies champagne as being like what you find left over in the glasses the morning after a party. Think I’d rather set light to my fiver...*

*Still, could say that for all these things. You just can’t make a decent Barolo or champagne for that price!”*

Clip ref: 5093  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Champagne

“At first glance one just wants say ‘Yugh’ to £5 champers, but think a little about the profiteering that has clearly gone on by many houses and merchants, particularly over the past decade or so, and one has to say, good for Woolies. I won’t be buying it, but I hope this will begin a move to a general reduction in non-vintage prices at least.”

<http://www.telegraph.co.uk/news/main.jhtml?xml=/news/2007/09/08/nchamp108.xml>

*Context: A comment posted in response to a Telegraph article. There are several other responses.*

Clip ref: 5079  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
13



## Champagne

“Very interesting although it’s a shockingly bad label. Still, shouldn’t affect the contents and might well be worth a try at that price. Might even try a blind tasting against some old and new world fizz.”

<http://forums.moneysavingexpert.com/showthread.html?t=548048>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum. Other comments on this thread “I suspect that they’ll sell loads, but would have sold even more with even a half decent label.”*

*“no stores near me then. Oh well it would have been worth a try for £5. will they put them in more stores if the trial was a success?”*

Clip ref: 5048  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



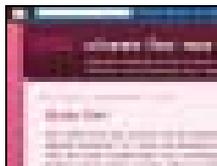
## Champagne

“A couple of weeks ago the UK Press was buzzing with Woolworth’s WorthIt! £5 a bottle Champagne. Woolworth’s were insisting that it wasn’t a loss leader and that they were making a profit on every bottle. Now the Press is buzzing that Woolworth’s WorthIt! £5 Champagne has sold out. Makes it sound really popular doesn’t it? They fairly flew off the shelves did they? I’m not surprised as our man on the ground has revealed that Woolworth’s only bought 1000 bottles of it. That’s only 83 cases!

<http://bordeaux-undiscovered.blogspot.com/2007/09/woolworths-worthit-5-champagne.html>

*Context: A blog about French wines.*

Clip ref: 5057  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
1



## Children

“My Little Emo got thrown out of Woolworths today. For NO reason. They’re ageist bastards. Or I may be deluded and see sun shining where others see shit, but I doubt that... Did anyone else ever hear that under eighteens aren’t welcome in Woolies? Needless to say I fired off an email of complaint and shall be boycotting the shit peddlars henceforth. And forthwith. Hereupon. Forsooth. She was really upset!”

<http://velvetbruise.blogspot.com/2007/09/bulb-girl.html>

*Context: A female blogger in Birmingham. Comments in response “The cunts. If I didn’t already never shop there I would stop at once.”*

*“Woolies has been rubbish for years. The stores are messy and they have no idea who their target market is.*

*Plus... my local store now weighs the Pick N Mix cups so that a full cup is twice the price it used to be. Which wouldn’t be so bad if they didn’t put a badly printed sign up saying, “we’re doing this to give you more choice about how much you buy.”*

*What a load of bollocks! I tell you, I will be buying my fizzy cherry cola bottles elsewhere from now on!”*

Clip ref: 5085  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
13



## Christmas

“No 3 for 2 at Woolies this year!!!  
Asked the question on another thread and a partner of a Woolies employee confirmed they are NOT doing 3 for 2 this year. Apart from affecting my budget for Christmas this year, I think that will be very harmful to Woolworth’s business as it is competing with online already. Boots.com are doing 3 for 2 on many things including toys and free delivery over £45. I have ordered many items on there for Christmas in the last few weeks and all have been great.”

<http://forums.moneysavingexpert.com/showpost.html?p=6484468&postcount=13>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum.*

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Clip ref: 5071  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
1



## Christmas

“The Christmas season is critical for Woolworths (WLW.L), which traditionally makes a loss in the first half, although it has been able to reduce the level of these losses. One weapon has been The Big Red Book - Woolie’s answer to the Argos catalogue, launched last autumn - which has been very well received.

Woolies is also mothballing £3 million of seasonal summer products, but has been helped by launches like the seventh Harry Potter novel and the Nintendo Wii computer game platform, and its new Worth It! range of 600 competitively priced everyday products, such as blank cartridges.”

[http://www.iii.co.uk/articles/articledisplay.jsp?article\\_id=7857677&section=Markets](http://www.iii.co.uk/articles/articledisplay.jsp?article_id=7857677&section=Markets)

*Context: Interactive Investor (www.iii.co.uk), is one of the UK’s leading online financial services providers. It offers independent and transparent tools and information to its 1.6 million registered users.*

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Clip ref: 5084  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
13



## Christmas

“Do you know if Woolies are doing 3 for 2 this Christmas? There are no indicators as in previous years and no mention in the new catalogue that was out yesterday and I will have less to spend if they don’t do it this year!”

<http://forums.moneysavingexpert.com/showthread.html?t=569065>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum. In response*

*“if they were I presume it would be in the catalogue.”*

*“it was only the Big Red Book that I saw being put out in store yesterday, not the Christmas gift guide so there is still hope! I think the gift guide comes out around half term”*

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Clip ref: 5096  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
13



## Christmas

“its a bit pants that Woolworths hasn’t got 3 for 2 this year. I always get my choccies from there.”

<http://forums.moneysavingexpert.com/showthread.html?p=6483790&highlight=Woolworths#post6483790>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum.*

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Clip ref: 5039  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
1



## credit crunch

“A recent by analysts RiskMetrics said the credit crunch had increased the risk of serious financial problems for companies across Europe. Some UK businesses on its risk list included high street retailer Woolworths and Abbot Group, the largest offshore drilling platform owner in the North Sea.”

<http://workinproperty.blogspot.com/2007/10/british-land-halts-meadowhall-sale.html>

*Context: Workinproperty provides daily news, views & jobs for the UK property & construction industry. PageRank: 4/10 Alexa Rank: 13 Incoming Links: 80,656*

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Clip ref: 5089  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
3



## Customer Service

“Its hard to make a point sometimes but lets face it WOOLWORTHS IS ABSOLUTELY RUBBISH because people on the “help line” promised to exchange my tele which, was guaranteed for twelve months, then didn’t. They were not honest about their policy that a full refund would be offered on unrepairable goods. I have a policy which I do not take names or numbers I act on trust. I cannot trust a company that ignores my complaint until I have complained 4 or 5 times over three months. giving me false promises. Yes I did get a full refund, I got a tele from Argos with the money, a company which although not always the cheapest has never pratted me about. “

<http://www.moneysupermarket.com/community/forums/t/woolworths-is-absolutely-rubbish-6301.aspx?PageIndex=2>

*Context: moneysupermarket.com discussion forum In support  
“HI I AGREE THAT WOOLWORTHS IS CRAP NOT ONLY ARE THEY RUDE AND QUICK TO BLAME SOMEONE ELSE BUT HAVE YOU FOUND THAT WHEN YOU GO IN THEY HAVE THINGS ON THE SHELVES BUT THE THINGS YOU WANT ARENT IN STOCK DESPITE BEING ON DISPLAY? ITS REALLY ANNOYING AND A TOTAL WASTE OF TIME.”*

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Clip ref: 5055  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
1



## Customer Service

“I got into Blackpool an hour or so early...The only place I could find open was Woolworths caff in which there was not another single soul. ...Bless you Woolies lady, for not being (as in London) either:

a) fucking miserable and resentful of my lack of despair or,  
b) labouring under the delusion that trotting out the company line in an overly cheerful eastern european accent will cause me to have a nice bloody day. And I know the cocking sugar is on the side behind me, Pret-omaton.”

<http://radagrad.blogspot.com/2007/09/time-to-go-old-school.html>

*Context: Blog of an aspiring actor.*

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Clip ref: 5042  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
1



## Customer Service

"I think it's time the Chipster addressed more of the big questions that trouble us all. Such as why Woolworths employ the dimmest people that have ever struck that spark called consciousness. I must have nipped into various local branches of Woolies, as we call it, over the last few months and my experience has been singularly miserable. It usually involves some item, the boxes of which usually litter the shelves in great abundance, but which doesn't actually exist 'behind the desk'. I normally discover this after fifteen minutes queuing behind somebody who has decided to pre-order every DVD box set to be produced between now and doomsday.... Woolworths provides a test of the human will that it's rare to find in these modern days.

...

<http://chipendale.blogspot.com/2007/10/woolworths.html>

*Context: Personal blog of 'Chip Dale'. The blogger goes on "And why do they insist on calling me 'love'? I'm not their love and wouldn't be their love if they paid me in orange creams."*

*A reader comments*

*"That's funny, the last couple of times I remember being 'tail-gated' by a store detective was in Woolworth's. I'm not sure if they're trying to keep an eye on you & are clumsy, or are trying to intimidate you."*

Clip ref: 5088  
PEOPLE ISSUES  
No of Woolworth  
mentions by this site:  
3



## Customer Service – employee posting

"I actually work for woolworths in the entertainment/electrical department and I think you are totally wrong about the customer services being bad. ... It does seem to me that there was just alot on confussion and maybe not the most helpful of staff who obviously didnt explain everything properly to you. I personally suggest that you write to head office and explain what happened and i am sure they will compensate you for the inconvenience and give the manager of the store a bollucking."

<http://www.moneysupermarket.com/community/forums/t/woolworths-is-absolutely-rubbish-6301.aspx?PageIndex=2>

*Context: moneysupermarket.com discussion forum In support*

*"Another Woolies employee here to argue the situation.*

*I work there part time and they pay me 5 quid an hour. The amount of abuse I've taken off of customers who are in the wrong is unreal. However we always just smile and say we understand their frustration but we're told what to do. I've never seen my colleagues or managers be rude to anyone and you have to understand this is an issue from higher up.*

*I've been sworn at, spat at and had a mobile phone thrown at me from aggressive customers. Worth it for £5 an hour? I think not.*

*I bought a phone from work 6 months ago and it stopped working. I rang up the technical helpline and got my RAN number, the guy was polite and helpful and didn't know I was "one of them" as I didn't mention being an employee. Took my phone into another branch from the one I work in and got a full refund!"*

Clip ref: 5101  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of Woolworth  
mentions by this site:  
13



## Ethical sourcing

“might seem bit of a daft question, but I need a new toaster. Was about to buy at cheap one from Tescos or woolies, but strikes me taht they are so cheap that they must be made with cheap labour somewhere. Is there a website that I can consult to see what goods are made in places where the staff are paid properly.”

<http://forums.moneysavingexpert.com/showthread.html?p=6313494&highlight=Woolies#post6313494>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum.*

Clip ref: 5049  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of Woolworth  
mentions by this site:  
1



## Gangs

Joy, a small independent Brixton fashion retailer, is offering two apprenticeships as part of Mark-Anthony's event. Shoe designer Bamboo A is also on board, showcasing what can be achieved when you combine entrepreneurial energy, with design flair and innovative thinking. There are other corporate sponsors, like Woolworths and models agency Take Two.

There are no quick fixes here, as Mark-Anthony accepts. Don't expect a former gang member to become a model member of staff overnight, he warns. But voluntary events like this can only help the situation.”

<http://blogs.telegraph.co.uk/business/yourbusiness/sept07/ganginguponbusiness.htm>

Clip ref: 5038  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Halloween

“Andy Bond, president and chief executive of Asda, said it too would stock costumes and accessories with a “lighter” feel than previous years. He said the costumes, based on characters such as fairies and witches, would still promote fun without encouraging antisocial behaviour. Woolworths and The Disney Store are also offering a range of alternative goods, online and in their stores.”

<http://reviph.blogspot.com/2007/10/its-that-time-of-year-again.html>

*Context: Personal blog. This BBC article has been posted on the blog with a comment*

*“COMMENT: I just know the Americans will get their knickers in a twist over this one. Personally, I go with the Goran ruling on this one - Halloween's a load of American, superstitious (but money making) twaddle AND WE DON'T WANT IT HERE!”*

*The report is also posted at*

<http://starttheweek.typepad.com/stw/2007/10/halloween-pro.html>

Clip ref: 5050  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Halo3

“There are times like today when I just love living in sleepy quiet Sudbury. Because it means there are no queues at Woolworths and you can just walk on in a pick up a copy of Halo3!... I collect my receipt and walk out and make my way home. The whole process took less that 15 minutes and I'm not home with the Limited Edition box set of Halo3 for the same price as the standard game. Score!”

<http://www.shibbyonline.co.uk/2007/09/26/its-halo-time/>

*Context: High ranking personal blog online since 2002.*

Clip ref: 5053  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



### Halo3

“Conclusion: Woolworths is cheaper for both Halo 3 and Halo 3 Collector’s Edition. In fact, they are the only online store to sell both at the same price and the collector’s edition is £12 cheaper than GAME. Snap it up whilst you can!”

<http://www.toysandvideogames.co.uk/2007/09/halo-3-best-price-comparison-get-it.html>

*Context: Information and price comparison site for Toys and games.*

*PageRank: 3/10 Alexa Rank: 2,891,869 Incoming Links: 988.*

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Clip ref: 5062  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



### Harry Potter

“I didn’t bother with the midnight store opening. Instead I ordered it in store in Woolworths on the Friday and picked it up at about 11.30 on Saturday.”

<http://albur-lily.livejournal.com/2301.html>

*Context: Personal blog.*

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Clip ref: 5086  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



### HD v Blu Ray

“Just been into my local Woolies where they had a Blu Ray copy of 300 with a little triangular sticker in the top corner saying..... “HD DVD player required to play such as Xbox 360 HD DVD add on” When I asked at the counter if they had the HD DVD version the young man brought out the Blu Ray version/ Confusion reigns in the High Street “

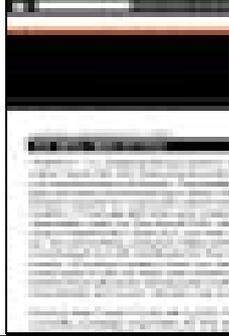
<http://www.avforums.com/forums/showthread.php?t=630875>

*Context: This is a forum set up for enthusiasts of audio video. It is ranked 6,373 in the World and likely to be read by 141 people in a million. It has a significant reach. In response*

*“This happened to me to in woolies I wanted an hd dvd and was given a blu ray”*

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Clip ref: 5059  
CORPORATE ISSUES  
No of Woolworth  
mentions by this site:  
1

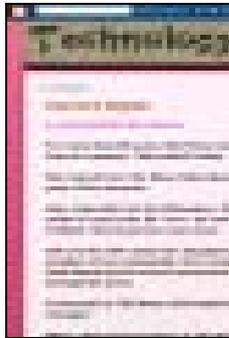


### Image

“”POPISTS” - no, disliking Rihanna doesn’t make me a middle aged Ocean Colour Scene fan who hates young working class girls and black people, you sanctimonious shitheads. Presumably, then, working class black girls are barred from listening to Oasis, Dylan, Captain Beefheart or Nuclear Assault? Or would that make them potential BNP voters? Jesus, ‘popists’, if teenage girls knew you creeps were prowling around the Selectadisc racks for Girls Aloud DVDs, they’d throw up. Oh sorry, you shop in Woolworths, don’t you, cos that’s where the ‘working class’ all go. “  
<http://seagullscreeamingkillherkillher.blogspot.com/2007/09/to-hell-with-you.html>

*Context: Personal blog.*

Clip ref: 5074  
CORPORATE ISSUES  
No of Woolworth  
mentions by this site:  
1



### Image

“Were they tired of being thought the Woolworths of the airwaves? “Absolutely,” said Judy Deucher, director of merchandise. “That’s the perception people have of QVC until they get to know it. But if you watch, and see people buying a £1,400 computer or a £5,000 strand of South Sea pearls, you realise it’s not like that any more. We offer value, but that doesn’t mean cheapness”

<http://technology-tipforcomputer.blogspot.com/2007/09/camera-digital.html>

*Context: Unranked Technology blog.*

Clip ref: 5061  
CORPORATE ISSUES  
No of Woolworth  
mentions by this site:  
1



### Image

“And wtf is Woolworths doing selling food, everyone knows you only go there twice a year; once for your 3 for 2 easter eggs and once for your 3 for 2 christmas presents”

<http://blog.myspace.com/index.cfm?fuseaction=blog.view&friendID=149143397&blogID=301341367>

*Context: A 23 year old from Manchester who is currently staying in Australia.*

Clip ref: 5081  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
2



### Image

“last time I got mine at Woolies so I’m sort of hoping they’ll stock it there again , nothing quite like taking my pocket money down to Woolies, reminds me of when I was a kid, back in 1947 (ha ha ha).”

<http://www.digitalspy.co.uk/forums/showthread.php?p=18159877>

*Context: Digital Spy is the UK’s leading media and entertainment website, having grown over seven years to 46 million monthly impressions and a monthly audience reach of over 1.5 million unique users (DART). In response*

*“I like going into Woolies to buy my CD’s as well. Good idea I might just do that!! “*

Clip ref: 5076  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Older demographics

Four out of five people over 65 don't use the Internet, and there are similar demographic shortfalls whenever you leave the affluent middle-aged middle classes. For those who don't like or can't afford the Starbucks life, the digital divide is a reality.

This is where Woolies still has a strong hand to play. It remains a comfortable, affordable, friendly place to be, and it would be a natural step to introduce cheap or free Internet access for its customers. Imagine an Internet cafe with Typhoo instead of lattes, comfy chairs in place of brushed aluminium. It would be a place to access all the services that are increasingly available online, sort out emails, even do a spot of shopping.

Society is not homogeneous, and Internet access should not be either. Woolworths still has a chance to use technology to revitalise its fortunes, but it should pick'n'mix from its strengths, not weaknesses."

<http://news.zdnet.co.uk/leader/0,1000002982,39220758,00.htm?r=1>

*Context: Highly ranked online technology news.*

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Clip ref: 5108  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Ladybird

"Advantages Cheap

Disadvantages Poor quality, durability and inappropriate customer care! I like shopping at Woolworths but tend not to pick up anything under the brand name Ladybird, particularly the ladybird uniform.

Last year, days after a purchase from Woolworths, I noticed that the fibres were getting sheared away. On approaching the customer service at the Forge retail in Glasgow refused a return. Soon I contacted Ladybird, who stated that they have never noticed such an issue. I would never recommend ladybird as a quality clothing.

Summary: Spend a little more but buy right!"

<http://www.dooyoo.co.uk/online-shops/woolworths/1058889/>

*Context: Dooyoo is a website enabling consumers to make better buying decisions. Dooyoo offers the full range of information consumers need to find products and services, to read in-depth information about them, to compare them with each other.*

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Clip ref: 5060  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Music

"Moving on (although still re:charts to an extent) is the complete lack of ability to have an original idea of their own. Value charts? Woolworths did it ages ago, love. THAT'S what we have to resort to. Apeing fucking Woolworths."

<http://blog.myspace.com/index.cfm?fuseaction=blog.view&friendID=233992931&blogID=302676223>

*Context: Blogger who works in a WHSmith store.*

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Clip ref: 5070  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Music

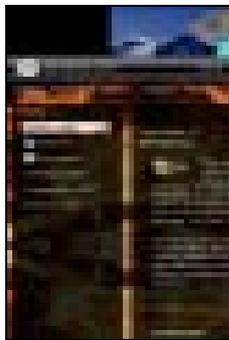
“Bloody Woolworths!  
Aaaarrggghh! I’ve just been to Woolworths, and I feel the need to rage a little.....Bloody Woolworths! Aaaarrggghhh!”

<http://hippydave.livejournal.com/28038.html>

*Context: Blogger in Worcestershire. Well ranked at 2/10. A later update; “As it is, I never did try and pick up a copy from the local Woolies again (though I notice they still have copies (2) in their singles chart display. The bastards... :-)*

*The good news is that Steen actually managed to find a copy in Woolies(!) in Cheltenham when she was off shopping with a friend from work. So all’s well that ends well. It’s even sort of poetic justice that we ended up getting a copy from a branch of Woolies, even if it wasn’t the local one!”*

Clip ref: 5052  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



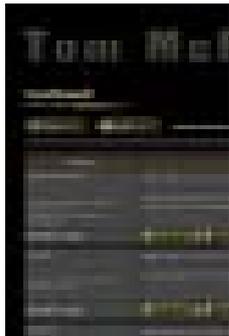
## Music

“I’ll tell you this, as well, I was really annoyed today because I discovered that Woolworths in town is no longer selling the top 40 singles chart and is only doing the top 20 instead! Which means that from now on, I can no longer find the top 40 singles chart on sale unless I travel for about nine miles! WHAT?! That’s just craziness!! I’m so put out by that, I really am. I was only getting through the day with the promise of being able to buy my CD at lunch, and damn it, it wasn’t there! And never will be, probably! But how are singles that aren’t already in the top 20 supposed to get into the top 20 if nobody is selling them? IT’S JUST STUPID!! STUPID, STUPID!!”

<http://herecomeskaos.spaces.live.com/Blog/cns!2BED4D286679220F1493.entry>

*Context: Personal blog.*

Clip ref: 5087  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Music

“I went in to town today and since Woolies bought out our big MVC store just recently I knew my work was cut out for me.....I gave up a long time ago on Woolies as they are narrowminded when it comes to great choice in music”

<http://www.tommcrae.com/phpBB2/viewtopic.php?p=188542&sid=d6765a3b6f575d09fb4bd2d34ab46cfb>

*Context: Forum of The official Tom McRae web site. PageRank: 5/10  
Alexa Rank: 812,362 Incoming Links: 2,193*

Clip ref: 5100  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
13



## Nintendo Wii

“Our local woolies like to ‘con’ people. They always leave boxes for computer games out when they are out of stock. They had a load of boxes of wiis in yesterday but no stock available. They said they ‘may’ have stock in next week if lucky! Everyone knows its a con, how can a company as big as Nintendo not be able to supply adequate stock at this time of year. I can quite believe the previous poster who says the rumour is that there are loads in warehouses, but companies are waiting for the ‘nod’ to release them. It makes me mad !

<http://forums.moneysavingexpert.com/showthread.html?p=6479720&highlight=Woolies#post6479720>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum.*

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Clip ref: 5097  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
13



## Nintendo Wii

“Woolworths on my town had loads of empty boxes out with the price on so loads of people picked them up and went to pay for them. However Woolworths didn’t have them in you can imagine the uproar it caused, a lot of disappointed people shouting at the shop assistants.”

<http://forums.moneysavingexpert.com/showthread.html?p=6483081&highlight=Woolworths#post6483081>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum.*

---

Clip ref: 5104  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
13



## Nintendo Wii

“My friend works in Woolworths and they have just received a load of new stock. He’s on a late shift tonight ringing the people on their list to see if they want to order one over the phone. Apparently you can get one for £160 because there is a 10% off promotion from the catalogue. You’re supposed to have a flyer for it - but if you’re on the phone they don’t ask for it.”

<http://forums.moneysavingexpert.com/showthread.html?t=329658&page=13>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum.*

---

Clip ref: 5095  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
13



## Online

“Wow this is fun... I don’t actually want to play the game, I’m having a great time queuing!!! Anybody any idea what you actually have to do once you get to the front?? Or is it just a close-your-eyes-and-hope-for-the-best sort of thing?? The suspense is killing me!! Although, I don’t like the look of some of those people in the boiler suits... surely Woolworths could have found some more clued up ex-cons “

<http://forums.moneysavingexpert.com/showthread.html?p=6516178&highlight=Woolworths#post6516178>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum. This is a very busy thread discussing the Big Red Book Game.*

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Clip ref: 5094  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
13



## Online

“my brains fried from that woolworths big red book game. trying to get on the list and have been hitting log in ,then.... ok for ages !”

<http://forums.moneysavingexpert.com/showthread.html?p=6517066&highlight=Woolworths#post6517066>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum.*

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Clip ref: 5090  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
3



## Online

“I used to hope Woolworths would fight back and get the sales they deserved. But now I do not think they deserve the sales in the 1<sup>st</sup> place. I ordered a Fridge Freezer out of their catalogue. They had my money for a month, the item failed to turn up when arranged, they had no idea of what they were doing or when they could deliver, I told them where to stick it. Bought from the co-op on line who matched the price and delivered in 48 hrs. Now they have champers at £5. THEY NEED TO GET THE REST OF THEIR HOUSE IN ORDER 1<sup>st</sup> !!”

<http://www.moneysupermarket.com/community/forums/t/woolworths-is-absolutely-rubbish-6301.aspx?PageIndex=2>

*Context: moneysupermarket.com discussion forum In response*

*“I feel the same as you in the fact that Woolworths really does need to get its house in order. I remember Woolworths years ago when they were always in competition with Marks and Spencers, both companies used to set up shops in the same areas near one another. They were thriving, I regular used to shop in Woolworths, it was cheap, not so much now, but it always had good offers, good quality, and nice staff. So what has happened, is there a problem at the top, they need to go back to basics, Champagne for 5.00 a bottle very good value, but is this the way to go with binge drinkers, and the problems Society has with drinking. If the staff are under pressure to sell, then the customers are going to be on the receiving end of this, because of there stress. Not all the stores or staff are treating customers in this way, but some stores do need to be investigated. Another user of this thread said they could not find things in the shop. I find some of the stores really small, and I have left the shop with no purchase, because its either out of stock, or this store did not stock it. I think they need to get a troubleshooter, into the whole of Woolworths, and reinvent the company just like Marks and Spencers did, it worked for them. Or run a survey around all there shops to find out what the customer wants not the management.”*

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Clip ref: 5110  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
2



## Online

“The order was placed on 14<sup>th</sup> May 2007. I finally picked it up from the local store (which was what I had arranged) today (25<sup>th</sup> September 2007!!! Is this a record?) NB: I chose the ‘still waiting’ option in the ratings above, as none of the other options were suitable.

<http://www.reviewcentre.com/review262869.html>

*Context: Review centre is similar to DooYou providing unfiltered consumer reviews and ratings of cars, electrical products and online shops in the UK. It is highly ranked by Alexa at 2,789 and in its field clearly well regarded by consumers.*

---

Clip ref: 5111  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
2



## Online

So although I have had a few problems with Woolworths online they have dealt with me fairly and promptly which is what good customer service is all about. Keep up the good work for many more years please.”

[http://www.ciao.co.uk/Woolworths\\_co\\_uk\\_Review\\_5525027/SortOrder/2](http://www.ciao.co.uk/Woolworths_co_uk_Review_5525027/SortOrder/2)

*Context: A website that offers price comparison and reviews across a large number of categories. Ranked 2,930 in the world.*

---

Clip ref: 5109  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
2



## Online

“I bought out of the big red book that advertised Gloe babies, however, I was unable to order them, as the number in the catalogue doesn’t correspond with the item. Customer service online states it would be available today to order, but unable to bring up on the website - a very big disappointment.

I am very disappointed with the level of service from Woolworths customer service online. No good will gestures, or help as to when the product would be available. Just generally a very poor level of service. I won’t be getting the book again, as to avoid disappointing the children when they choose something that doesn’t exist!”

<http://www.reviewcentre.com/review265577.html>

*Context: Review centre is similar to DooYou providing unfiltered consumer reviews and ratings of cars, electrical products and online shops in the UK. It is highly ranked by Alexa at 2,789 and in its field clearly well regarded by consumers.*

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Clip ref: 5103  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Playstation

“Re: 40 gb and reduced 60gb at woolwoths pics  
i’m sure a better bundle with games and hdmi cable will start to appear online, i would hate to buy from overpriced Woolworth’s.”

<http://community.eu.playstation.com/showthread.php?t=149829>

*Context: The official European PlayStation Forums. Ranked 901 in the World.*

---

Clip ref: 5046  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Price

“WOOLWORTHS...we were very glad to find this, as the prices were, by London standards, very reasonable...we were able to buy some knives for the kitchen as well as some pillows and a role of “sello-tape””

<http://rip-and-read.blogspot.com/2007/09/london-journey-part-four.html>

*Context: An American blogger.*

---

Clip ref: 5036  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Price

“So where is the best place to buy the L Word Series 3 Boxset?

...

Maybe Woolworths can help us. Well yes it can as it comes in at the lowest so far - an amazing £27.97 with free delivery! So if you're looking to buy the L Word Series 3 Boxset for yourself or someone else and want a great deal then there's no better place to buy than Woolworths”

<http://www.haveyouheardabout.co.uk/2007/10/l-word-series-3/>

*Context: Website to find the best deals online. Unranked by Google.*

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Clip ref: 5040  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Product range

“we often complain that high street shops are the same boring shops everywhere in England. Many high street shops are branches of big national chains. For example, there is Next, and Marks and Spencer, which sell clothes; and WH Smith, which sells stationery, books and magazines; and Boots, the chemists; and Woolworths, where you can buy almost anything, provided that it is cheap and made of plastic. You can find these shops in most high streets in England.”

<http://www.listen-to-english.com/index.php?id=333>

*Context: A podcast website for people learning English. Unranked.*

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Clip ref: 5063  
PEOPLE ISSUES  
No of Woolworth  
mentions by this site:  
1



## Recruitment

“Well, it's 1 in the morning, and i feel like shit. I'm ill, and i feel like ive had the worst day of my life. Stupid twats from woolworths telling Rob that i hadn't got a the job. Lazy fucking cunts. Never EVER shopping there again. It just made me feel like a child. Am i not worth being told myself? They have to pass the message through my boyfriend? It's disgusting. And im loosing my train of thought cos im so angry. Its just got me thinking about all the other crap times in my life. All the other things where i don't get a proper explanation that i deserve. I just feel like a nobody.”

<http://emsikinsipople.livejournal.com/30514.html>

*Context: Personal blog. In response*

*“Woolies is shit anyway. I applied there when I was at college. I had a great interview and thought I would have got the job but they turned me down because they could employ someone who was 15 for half of what they would pay me. I bet that's whats happened :(“*

---

Clip ref: 5072  
PEOPLE ISSUES  
No of Woolworth  
mentions by this site:  
1



## Online recruitment

“The recruitment section of Retail Week is down to only four (4) pages this week. Luckily, as a magazine it is very high quality and the content is why the retail sector buy it but, only four pages of job adverts is pretty poor and shows the level of decline in offline recruitment advertising.

But who are these offline advertisers?... Now, either Woolworth’s and Topshop/Miss Selfridges know something we don’t, or they still haven’t worked out yet that offline is:

1. Expensive.
2. Doesn’t work.

We tracked a very large advert from Retail Week and over a 4 week period got 27 site visitors with no other traffic increases elsewhere. Lot of money for very little traffic!

But having looked at the Topshop/Miss Selfridges career sites and seeing how bad they are, they don’t really have too many options. And as for Woolworths, well they’ve been doing it like this for so long now and you can’t teach an old dog!”

<http://blog.hirestrategies.co.uk/erecruitment/2007/09/retail-week-rec.html>

*Context: Retail e-recruitment blog. Highly ranked by Google.*

Clip ref: 5078  
ENVIRONMENTAL AND  
COMMUNITY ISSUES  
No of Woolworth  
mentions by this site:  
1



## Recycle with Woolworths

“Woolworths is the latest retailer to offer consumers money in exchange for their old mobile phones, as a number of recycling initiatives hit the high street.

The retailer launched its Recycle with Woolworths scheme this week, which offers payments between £3 and £130, dependent on the model and condition of each phone. Woolworths will donate 10% of the value of each phone to the Woolworths Kids First charity. The phones will be refurbished or sold abroad, or recycled.

Jodi Saul from Woolworths Kids First said: ‘Putting a mobile phone in the bin is a waste. It takes up landfill space and could damage the environment. Recycle with Woolworths will make people think twice about throwing them away and encourage people to clear out drawers and cupboards where old mobiles may be hiding.’”

<http://www.mobiletoday.co.uk/content/16844.asp?men=2&sub=3>

*Context: Mobiletoday.co.uk is the online presence of Mobile magazine, bringing many of the magazine’s benefits to an even wider audience.*

*PageRank: 5/10 Alexa Rank: 140,058*

Clip ref: 5099  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
13



## Refund

“Woolworths - bought a video, got home wouldnt work. manager said I coulnt expect goods to work and refused my refund!”

<http://forums.moneysavingexpert.com/showthread.html?p=6353790&highlight=Woolworths#post6353790>

*Context: This is the discussion forum of the influential website of Martin Lewis. It has a lively consumer forum. On a thread entitled ‘Shops You Would Never Deal With Again’.*

Clip ref: 5051  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Sagem phone

"That's right... £10 can get you the Sagem my150x on Orange prepay at ASDA stores. Yes there has been one cheaper phone at Woolworths a while back, but it was only a promotional offer and soon sold out. My sources tell me that the Sagem my150x is exclusive to ASDA and will be a regular part of their line up."

<http://my.opera.com/Furie/blog/cheapest-mobile-phone-in-the-uk>

*Context: Opera Community offers a free blog service, photo albums and much more.*

*PageRank: 9/10*

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Clip ref: 5112  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
2



## Sales

now i love woolies and will continue to shop there for the great christmas deals however this incident did make me think that maybe i could of missed alot of other sales in the store because they are simply not advertised properly if it had not been for this lady at the till i would have bought my one suit and left the shop without my bargain. they really do have some wponderful sales and the majority of the products are very good quality but in order for us to be lured in they should really advertise the sales alot better. "

[http://www.ciao.co.uk/Woolworths\\_Shop\\_Review\\_5710367](http://www.ciao.co.uk/Woolworths_Shop_Review_5710367)

*Context: A website that offers price comparison and reviews across a large number of categories. Ranked 2,930 in the world.*

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Clip ref: 5091  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



## Sci-fi Toys

"Got CZ-4 from Woolies.

Only Miyoom to go.

Might hold out a bit longer to grab from a shelf.

Woolies refilled with all Wave 3 nearly and none of the cool stuff everyone else says they have!"

<http://www.theprivateuniverse.co.uk/forum/viewtopic.php?p=17814>

*Context: UK Star Wars and Sci-Fi Message Board Forums. Page Rank 4/10 Alexa Rank 2,780,619.*

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Clip ref: 5077  
TRADING ISSUES  
No of Woolworth  
mentions by this site:  
1



### Staffing levels.

“Come on Woolies... stick some extra staff on the tills  
WHAT is it with Woolworths in Bridge Street and their staffing?  
Last Friday lunchtime, schools chucking out day, the place was bedlam, a  
seething morass of squawking brats and hideous mumsies.  
At the checkout near the doors, just ONE solitary teenage YTS was coping  
with a queue that looked like 600 guests at a chav wedding trying to do  
the conga.  
It took HOURS to pay for a £3 bag of pick ‘n mix!  
Then, just a few days later (Wednesday of this week), the town is quiet,  
Woolies is empty... and there are FOUR people manning the checkouts,  
looking after a queue of just one person, i.e. me.  
Memo to store manager: next week, swop the staff allocation round, eh?  
You know it makes sense.”

<http://www.worksopguardian.co.uk/grundithisweek/Come-on-Woolies-stick-some.3109665.jp>

*Context: Website of the Worksop Guardian. From August.*

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Clip ref: 5082  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
2



### Television

“Sony TV received yesterday.....it is in fact a KDL32U2000U  
Must have been a typo on the Woolworths site.  
Excellent quality....and covered by Sony’s European Gtee scheme ( also  
has free 12 months accidental damage cover )”

<http://www.digitalspy.co.uk/forums/showthread.php?p=17807932>

*Context: Digital Spy is the UK’s leading media and entertainment website, having grown over seven years to 46 million monthly impressions and a monthly audience reach of over 1.5 million unique users (DART). In response*

*“Don’t forget though, your legal rights are against Woolworth’s, not against Sony. Good price for the set though, there’s obviously something funny going on there!”*

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Clip ref: 5041  
PRODUCTS ISSUES  
No of Woolworth  
mentions by this site:  
1



### Wellies

“Ran out this afternoon to do some errands, including finding new welly boots for Sarah, who has outgrown last year’s (and now that it’s October, it’s decided to rain constantly, so it’s welly-boot season again) and of course ended up in two of my favourite places for stuff - Woolworths (where, admittedly, I did legitimately look for (and buy) wellies) and Tudor Williams’ haberdashery department.”

<http://katesquilting.blogspot.com/2007/10/sawtooth-stars-and-more.html>

*Context: Personal blog of Kate North, Motspur Park, Surrey.*

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Clip ref: 5105  
PEOPLE ISSUES  
No of Woolworth  
mentions by this site:  
1



## Employment

"I've just started a job today, I went in yesterday for 2-hour training, and when I got in this morning I was told to go to the warehouse and start putting things away. There was about 15 cages of mixed stuff: kitchenware, stationery/toys etc

<http://www.talkaudio.co.uk/vbb/showthread.php?t=229206>

*Context: A discussion forum with around 20,000 members. Low levels of activity. The poster began the new job at a Woolworths store in Devon; "problem there was no one to ask for help, they have one person who works in the warehouse but it was her day off, well that's not her job she just goes in there to sort the deliveries out, when she has finished she goes back to the shop floor*

*This morning the boss said he couldn't come up for a couple of hours so that didn't help, it was fun just trying to find the light switches lol"*

Clip ref: 5058  
PEOPLE ISSUES  
No of Woolworth  
mentions by this site:  
1



## Employee blog

"Some twat threw a DVD player at me! At me! It was broken and he wanted to return it, but he had no receipt so there was nothing I could do without some form of proof of purchase. ... Woolworths gets all their electrical equipment from Curries so I know for a fact that's one other shop you can get that DVD player. He then insisted on seeing my manager, who is the Devil and was also on an important conference call and so was not happy with having to deal with a twat of a customer. The entire thing ended with the man storming out the shop only to storm back screaming at me "to keep the stupid piece of shit" and throwing the DVD player at me! What would he have done if it hit me? A broken DVD player would have been the least of his problems then, I can assure you. The amount of abuse you get from working in a shop is insane."

<http://celticwelsh.livejournal.com/18248.html>

*Context: A female blogger in Penarth, Wales.*

Clip ref: 5067  
PEOPLE ISSUES  
No of Woolworth  
mentions by this site:  
1



## Employee blog

"The next three weeks will probably be a lot worse (Tues-Sat, 9 hrs a day of work). FUCK. The only bright spot is I didn't have to go to work today... whoopie :p. Fucking Woolworths, can't wait to quit. "

<http://namtae.livejournal.com/49726.html>

*Context: Unranked personal blog.*

Clip ref: 5056  
PEOPLE ISSUES  
No of Woolworth  
mentions by this site:  
1



### Employee blog

“got up early to do some college work before i went to work at woolworths, so that was a bit shit, and so was the first couple of hours of work... until abby and tom came to see me. it turned out that i served them... wich was maybe a bad thing. now this is the FUNNY BIT!!!! they go “we bought u a prezzie today” and wacked out a dildo and buzz fresh on my counter saying go on then emma take it!

<http://blog.myspace.com/index.cfm?fuseaction=blog.view&friendID=73281377&blogID=310252872>

*Context: Personal blog.*

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Clip ref: 5043  
PEOPLE ISSUES  
No of Woolworth  
mentions by this site:  
1



### Working conditions

“anyhoo, work was a hoot! (That was sarcasm) um, was on till all day, with the bitch troll from hell, debbie, who thinks that she is gorgeous, but in fact has a face like a fish (i am serious, it looks swollen all the time). yes, if you havent guessed, i have not actually started my hotel job yet, and yes, i am still in woolworths in bromley.

<http://thenewqueerestqueer.blog.com/2135491/>

*Context: Unranked personal blog written by Jase, an 18 year old male from Bromley.*

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