

Community at the heart of furniture shop success

“Sidney’s best kept secret.” That’s how many describe the One Stop Furniture Shop, which has been operating in the Town of Sidney for the past three years.

One of the “keys to our success,” says store owner Janice McEachern, “is our familiarity with our customers, many of whom we know by name. We actually live, work, shop and play in this community, thus see our clients both inside and outside of the store.” There have been several exciting changes since the store opened its doors. It has moved to a larger location, there are new faces on the team, and there are fresh, current styles of furniture and accessories. After starting out in a little 828 square foot store on Second Street, it has now moved to a larger 4,200 square foot showroom, which is located behind Theo’s Restaurant on Fifth Street, the site of Theo’s former banquet room.

Many customers will be familiar with the bright and cheery disposition of product advisor Marla Driebergen. Her knowledge of furniture and design flair has proven very valuable for One Stop’s clientele. Robert Dykstra is the newest member of the One Stop team. His 25 years of design experience, including set design for Country Music Television, retail merchandising, and building industry design, is a welcome asset to the store.

“It is the people of Sidney and the surrounding communities that have helped make this business what it is today,” Janice boasts. When it first opened, the entire neighbourhood got together to help

renovate the shop, Janice adds. A year later, One Stop moved to the new location and more family, friends and neighbours helped the staff open its doors. Neighbours such as the Merritt, Miles, and England families pitched in, with Marla and Brand Franklin spearheading the renovation team. It’s been two years since the move, and Janice still speaks warmly of their much appreciated help. “I feel very fortunate to be part of this loving and caring community and try to give back as much as possible,” she says. The furniture store supports local artists by displaying and offering their many paintings, photographs, décor items and hand-made clocks. All of the employees, including Janice’s two children, Emily and Murphy McEachern, and recent graduates Luke Jacob and Keith Miller, are all from the Sidney area.

The One Stop Furniture Shop also strives to bring in as much Canadian made product as possible. Carrying quality wood products made in the Vancouver area allows One Stop to offer custom made furniture at very reasonable prices. The store also has thousands of other products available through its catalogues. One Stop provides the guarantee that on all orders of in-stock catalogue items: if something arrives and isn’t quite what the customer wanted, a table for example, then they aren’t obligated to purchase it. Janice says that although the store offers choice, expertise and affordability, the most important attributes of the business are friendliness and reliability. “We want our clients to feel welcome



One Stop Furniture Shop owner Janice McEachern and Robert Dykstra, who provides interior decorating advice for shoppers at the store, enjoy some of the furniture and décor at the Sidney shop.

and comfortable when they arrive, and leave with the sense that they’ve been taken care of and that we stand behind our product,” says Janice. “Word of mouth is essential to our future success, so we do everything in our power to ensure that all of our customers are thrilled with their purchases and have a positive shopping experience.”



ONE STOP FURNITURE SHOP

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