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Up to £1 where sold

30 years' smile stamped on local Post Offices

12 February 2024



Postmistress **Nidhi Prashar** has reached her 30 years' milestone of serving Post Office customers in Surrey. Three decades ago, Nidhi and her husband, Anil, bought Oxted Post Office and for most of that time Nidhi has served that community. Now Anil runs that branch since Nidhi became Postmistress for **Epsom** in July 2017.

Postmistress, Nidhi Prasahar, said: "I loved serving the people of Oxted, but there was suddenly an opportunity to take on a bigger, busier, branch as well at Epsom, so Anil now runs Oxted branch. First Epsom was temporarily based at Epsom & Ewell Town Hall to restore service to the town, then I opened my permanent branch and card and gift shop in the High Street in February 2018.

"I get on really well with my customers in Epsom too. Thankfully I'd just got settled before Covid struck, but that was strange as many businesses in the high street were closed, so those customers were not around. However, other people who would normally have been commuting to elsewhere, were suddenly working from home and visiting my Post Office, so there were lots of different customers to get to know. People were grateful that Anil and I were able to keep both Oxted and Epsom branches open."

Last year Nidhi was filmed at Epsom branch as part of an episode of Stacey Solomon's Sort Your Life out programme. A local family had their home de-cluttered and they came across lots of different foreign currencies, which was then converted into useful sterling at her Post Office. Many of her customers immediately recognised her from the programme.

Nidhi, said: "I love being a postmistress. It's the people that you meet that make it so great. There aren't many jobs where you have this great interaction with people. People come in regularly and you build up a relationship. Customers become like extended family.

"In Oxted there are no banks left and we meet the banking needs of the community – so it's non-stop banking customers. In Epsom there are lots of banks and building societies, but we are open longer hours than all of them, so for some customers they find it more convenient to come here."

At Oxted and Epsom customers also have the choice of DPD and Evri services in addition to Royal Mail and Parcelforce mail services.

Post Office Area Manager, **Richard Wilder**, presented Nidhi with a 30 Years' Long Service Award. He said: "I want to thank Nidhi for being a first class Postmistress in Surrey for 30 years. Nidhi and Anil provide great customer service and they really care about the people that they serve in Oxted and Epsom. Both branches look great too with the retail alongside."

The Post Office.

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