

# The Independent DISCOVERBARRHAVEN.COM

## Customer service is first priority at Arora Optical Eye Care Centre



For some professional moms, having the kids graduate high school signals a time to re-enter the workforce.

Barrhaven's Poonam Arora went one step further with her dream, going back to school to study Opticianry as the first step of opening her own business.

After graduating, Poonam worked in the optical department at Costco before opening Arora Op-

tical on Strandherd Drive at Woodroffe Avenue (the plaza anchored by Metro food store). She was travelling between Ottawa and Toronto for school.

"She was off to school the same year as our younger son," said her husband, Prem, who is well known to many people in the area as the former owner of an IDA drug store in Ottawa South. "Luckily, they weren't at the same school."

After he sold his pharmacy, Prem worked owning and managing a senior's home, gaining more business experience in a non-retail environment.

With Prem involved to help his wife, Arora Optical is a true family business in

the community.

The business has been open for two months and is already building a loyal customer base. They currently have a grand opening sale with \$50 off a complete pair of custom eye glasses. They also have a back to school sale starting this week, featuring eye wear for the entire family.

East Barrhaven, with the plaza being only a block away from the Vimy Bridge and the Riverside South Community, has been a perfect location for Arora Optical.

"It's a growing community," said Prem. "There are a lot of young families here, and we have proximity to Manotick, Riverside South and Osgoode. This location is perfect for us."

Prem also said that the multicultural make up of Barrhaven is also ideal for his family to open a business here. The Arora family emigrated to Canada from India, and Barrhaven has many Indo-Canadian business owners. The Nepean MP, Chandra Arya, is among the most prominent Indo-Canadian businessmen in the community.

Arora offers a full selection of eye wear for adults, youths and children. They offer prescription glasses, contact lenses, sunglasses



Customer service and attentive care has helped Poonam Arora build a successful optical business.

and sports glasses. They carry a number of designer lines including Tiffany, Burberry, Armani, Coach, Tommy Hilfiger, Nike, and many more famous brands.

"We have high-end lines but we also have more economical lines and brands as well," Prem said. "We know that every family has a different situation, so we will work with each family and customer individually to make sure they get exactly what they need. We also offer direct billing for eyeglasses to most insurance plans."

The one thing that Prem and Poonam say that makes their business stand

apart is the level of attention, care and customer service given at their business.

"We are a family business," said Prem. "We are getting to know our customers and give them the kind of attention and service that you would expect from a family business. People we have served have been very thankful for the attentive service, and we have received nothing but positive comments and feedback. Our customers have really welcomed us to the community."

Arora is also hosting an eye exam clinic one a week to start which include eye health checkups. When it

comes to ordering, same day service will be offered on in-stock lenses and frames.

For more information on Arora Optical, visit them on Facebook, drop into their store at 3161 Strandherd Drive, or call 613-823-2400.

*The Barrhaven Business Profile is brought to you by the Barrhaven BIA. We encourage you to shop locally and support the businesses that create jobs and support so many organizations and events in our wonderful community. For more on all of the great things Barrhaven has to offer, visit discoverbarrhaven.com and follow us on Twitter at @barrhavenbia.*



Arora Optical is located at 3161 Strandherd Drive (at Woodroffe).

# BACK-TO-SCHOOL SAVINGS FOR THE ENTIRE FAMILY!

- Eye glasses • Contact lens fittings • Eye exams • Eye health check ups
- Same day service on in stock lenses • Reading, sun, safety and sports glasses
- Direct billing to most insurance plans including ODSP

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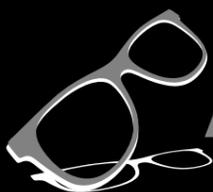
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# ARORA OPTICAL & EYE CARE CENTRE

# 613-823-2400

3161 STRANDHERD DRIVE, BARRHAVEN (STRANDHERD AT WOODROFFE)