



July 2010

SCREWFIX CONTACT CENTRE RECOGNISED AT INTERNATIONAL AWARDS

Staff at the Screwfix contact centre in Yeovil picked up seven awards at the prestigious 'Contact Centre World' award ceremony last month in London.

The awards included 1200 entries from across Europe, the Middle East & Africa. Screwfix won a total of seven awards, including:

- Paul Silk won Silver for best HR support in a contact centre
- Anne O'Riordan won Bronze for best sales agent
- Karen Wenborn was highly commended for the management of the contact centre
- The Screwfix contact centre was runner-up in best customer service at a contact centre

With over 30 years experience in the industry, Screwfix dispatches over 15,000 parcels per day and customer service is a major priority. The Screwfix contact centre manages a total of 45,000 weekly calls and 7,000 outbound calls a week to support the £500 million business.

Alan Barnes, who heads up Screwfix's contact centre, said: "It is fantastic that our 500-strong contact centre has been recognised for the high levels of customer service we provide. We are committed to best practice, innovation and service, and these seven awards speak for themselves."

"We are really pleased that the team has been recognised in these awards. It is the dedication and enthusiasm of people, like Karen, Paul and Anne in our local contact centre that ensures we provide the best possible service to our customers across the UK."

ENDS

Note to editors

About Screwfix

Recognised as being “where the trade buys” and promising a fast, reliable service, Screwfix is the UK’s leading multi-channel supplier of thousands of high quality screws, fixings, hand tools, power tools, plumbing and electrical supplies. Combining trade prices and a massive range of leading brand name items, Screwfix offers over 18,000 products and is fully committed to customer care and support.

With over 30 years experience in the industry, Screwfix offers next-day parcel delivery to tradesmen, building sites, handymen and serious DIY professionals throughout the UK, dispatching over 15,000 parcels per day.

The Screwfix operation is supported by the famous Screwfix catalogue – the key reference source of the trade - which is updated on a quarterly basis. The catalogue is the most comprehensive resource for products – from screws to roofing materials to power tools – in the UK.

Each item is supplied with a 30-day money-back guarantee and can be accessed 7-days a week via a call to Freephone 0500 414141, a click onto screwfix.com, or a visit to one of 150th local Screwfix branches (full address details can be found at www.screwfix.com/tradecounters).

About screwfix.com

Screwfix.com is home to the famous tradesman’s forum, where building professionals and serious DIY enthusiasts share information and technical advice on a wide range of topics.

You can also follow Screwfix on twitter: twitter.com/Screwfixdotcom and join the Screwfix community at facebook.com/Screwfix

PRESS information:

For more information and images, please contact:

Lindsay Wilson, McCann Erickson Public Relations, Tel: 0121 713 3866,
lindsay.wilson@europe.mccann.com