

<b>PRESS RELEASE FOR ISSUE TO:</b>	Local media in Yeovil
<b>FEATURE/RELEASE SUMMARY:</b>	Nomination to contact centre awards
<b>WITH/WITHOUT PHOTOGRAPH:</b>	tbc
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Final

## **LOCAL STAFF NOMINATED FOR INTERNATIONAL AWARDS**

Staff at the Screwfix call centre in Yeovil have been nominated for three international awards for best customer service, best sales agent and best HR support.

The awards are held by geographical region – Europe, Middle East & Africa, Americas, and Asia Pacific with the winners from the regional levels competing at the global competition in Las Vegas on the 2<sup>nd</sup> November 2010.

With over 30 years experience in the industry, Screwfix dispatches over 15,000 parcels per day and customer service is a major priority. Alan Barnes, who heads up Screwfix's Customer Operations, said: "Screwfix is committed to providing the highest standards of customer service and we are very proud that our 500-strong contact centre has been recognised for its commitment to best practice and innovation.

"We are particularly pleased to see the achievements of Karen Wenborn, Paul Silk and Anne O'Riordan recognised in these awards. It is the commitment and enthusiasm of the people in our contact centre that ensures we not only stay at the forefront of best practice – but that we invent it."

Awards nominations include:

- Best customer service for the contact centre in Yeovil
- Best sales agent for Anna O'Riordan

- Best HR support for Paul Silk

The prestigious EMEA award ceremony for contact centres takes place in London on the 26<sup>th</sup> of June where those nominated will present the highlights of the service they provide. The audience, which is made up of industry professionals will then vote on their overall winner for each category. Those that win will then compete in the international award ceremony held in Las Vegas.

**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](http://screwfix.com), or a visit to one of 150<sup>th</sup> local Screwfix branches (full address details can be found at [www.screwfix.com/tradecounters](http://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](https://twitter.com/Screwfixdotcom) and join the Screwfix community at [facebook.com/Screwfix](https://facebook.com/Screwfix)

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