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Screwfix Call Centre is 11th Best in the UK

Screwfix is celebrating huge success after discovering they were voted 11th overall in the Top 50 Call Centres for customer service awards. Staff from the call centre attended the awards ceremony at Park Lane's Hilton hotel hosted by TV Presenter Kate Thornton.

Customer Service Representatives at the UK's leading multi-channel supplier of over 18,000 trade products, based in Yeovil in Somerset, were assessed by mystery shoppers. As a result the call centre was named as 11th in the Top 50.

The Top 50 Call Centres for Customer Service initiative is a benchmarking study, in partnership with GfK NOP, one of the UK's leading independent market research organisations. Their goal is to help call centres find out from the general public what makes a good calling experience.

The call centre is at the heart of Screwfix, from the time the business started as a mail order operation some 30 years ago, to now being the hub of the highly successful multi-channel business which enables customers to 'Call, Pay and Collect' through a network of 150 Trade Counters, and supporting a strong e-commerce proposition.

Screwfix Call Centre Manager, Karen Wenborn, comments: "Our call centre serves over 16,000 customers per week and our research highlights that 95% of Screwfix customers would recommend us to a friend, testament to the knowledge and commitment to customer satisfaction that the call centre team have just been awarded for."

"We are absolutely thrilled with the result. This is the first time we have entered and to get into the Top 50 is an achievement in itself but to come 11th is fantastic. I'd like to thank all the staff for their efforts, this is their award."

For more information visit www.screwfix.com, call 0500 41 41 41 or pick up a copy of the latest Screwfix catalogue at your local trade counter.

-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.

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