



July 2014

### **Screwfix receives two accolades at the South West Contact Centre Awards**

Staff at Screwfix have been celebrating recently after scooping up two awards in the South West Contact Centre Awards 2014. Winning both Contact Centre and Support Person of the Year, Screwfix were chosen because of their dedication to providing the best service possible for their customers, as well as their commitment to creating a motivated and supportive staff environment.

The awards, hosted by the South West Contact Centre Forum provide a wonderful opportunity for contact centres across the southwest to be recognised for the great work their staff achieve when helping their customers.

First established in 1979 the Screwfix contact centre has grown considerably since then, moving into a purpose-built building where they now receive around 40,000 calls per week, not only taking orders but providing advice and support to Screwfix customers whenever they need it. Screwfix showed a commitment to training and development as well as providing a great physical environment to work in, making the company an employer of choice.

Judges at the South West Contact Centre Awards were particularly impressed with witnessing such a high commitment to providing an environment conducive to producing excellent results. It was evident that there is a culture where adaptability to a highly competitive market was encouraged and embraced.

“Staff at all levels were motivated to achieve excellence in service delivery and customers were put at the heart of operations throughout.”

There was however one individual that stood out across the South West; Sasha Collin, Communications Co-ordinator, who showed evidence of enthusiasm, willingness and adaptability along with determination and a high level of competence. Sasha was up against

a number of talented support staff from across the South West and won the award for Support Person of the Year.

Andrew Ashby, Director of Customer Operations comments; "It's a fantastic achievement to win an award like this, especially with the calibre of contact centres in the South West. The team here in Yeovil thoroughly deserve this accolade and should all be proud of the result."

Screwfix are committed to providing a great working environment and this positive energy is felt by the customers.

ENDS

### **Note to editors**

#### **About Screwfix:**

Screwfix is recognised as being "where the trade buys" offering a straightforward and transparently-priced retail experience that enables busy tradesmen to shop 14,000 products over the phone, online, via their mobile or from their local store.

- From power tools and workwear to cables and pipe fittings, more than 11,000 products are available to collect from the national network of over 344 stores. An extra range of over 3,000 products can be ordered over the phone, online or from a local store for next day delivery, with orders taken up until 7pm to home or site.
- screwfix.com attracts 1.5 million visitors per week and the Screwfix *Click & Collect* service means customers can conveniently purchase supplies online and then collect from store just five minutes later.
- Customers can contact the UK-based Screwfix call centre free 7 days a week (plus bank holidays) on 0500 41 41 41, or on the mobile-friendly 01935 414141.
- Screwfix stores are open 7 days a week – see screwfix.com for local opening hours
- 94 per cent of customers would recommend a friend to Screwfix.

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