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## **WOLVERHAMPTON SCREWFIX STORE IS BEST IN THE UK**

The Screwfix team at the Wolverhampton store in Willenhall is celebrating after scooping the company's highest accolade and being named the Screwfix Store of the Year 2012. Beating off competition from more than 250 Screwfix stores up and down the country, the Wolverhampton store progressed successfully through both rounds of the contest to take the coveted title.

The achievement was of particular significance to the team who was awarded second place in 2011, therefore managing to go one place better in 2012.

Graham Bell, Screwfix's store operations director, visited the Wolverhampton store during the competition and was very impressed by what he saw. He commented: "Our annual 'Store of the Year' competition is built on measuring performance on both sales and service. We also look at how the store is presented and interaction between staff and customers.

"Our branch in Wolverhampton not only ticked the right boxes in terms of being commercially successful, but there was a real buzz in-store with team members enthusiastic about their products, proud to represent Screwfix and committed to delivering great customer service.

"After achieving second place in 2011, it's fantastic to see the team come back bigger and better this time round and we're delighted to name them Screwfix Store of the Year."

Jacqui Wall, branch manager at Screwfix Wolverhampton, said: "It's great to be recognised as one of Screwfix's top branches, and is testimony to the hard work and passion of the whole team. Key to winning was getting staff buy-in, with everyone in-store engaged with the competition process.

“For us, it’s just about providing the best levels of service every day and this is something we will continue past the competition. Our customers know that when they come in store they can speak to a member of staff who can help find the right products. This is a really valued part of our overall offering.

Screwfix offers customers a quick and easy way to purchase products at a time and place to fit in with their busy schedules, by simply selecting items from the catalogue, or online using Screwfix’s Click & Collect service – enabling them to check the products they require are in stock and then just collect 5 minutes later from the store.

Visit Jacqui and the team at the Wolverhampton store, located at Unit B on Key Industrial Park, Fernside Road, Willenhall or visit [Screwfix.com](http://Screwfix.com). The store is open Monday to Friday 7am-8pm, Saturday 8am-6pm and Sunday 10am to 4pm.

**-ENDS-**

### **Note to editors**

For more information on Screwfix’s new range of products, visit [www.screwfix.com](http://www.screwfix.com), call 0500 41 41 41 or pick up a copy of the new catalogue at your local Screwfix store or order it online.

### **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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