# Screwfix_RGB_72dpi

# Screwfix Scoop Large Contact Centre of the Year

Screwfix is delighted to have been awarded ‘Large Contact of the Year’ at the South West Contact Centre Forum, 2017.

The annual awards evening, this year held on Thursday 29th June, is an industry-led initiative which supports the call and contact centre industry in the South West.

Contact Centre of the Year is an award which is attributed to an in-house contact centre that demonstrates leading practice for both staff and customers. Screwfix scooped the award by showing their commitment to training and development of staff, providing a great physical environment to work within and delivering a world class service to its customers.

As well as this, George Hawkins (Business Support Assistant) also went on to win ‘Support Person of the Year’. A title which is awarded to an individual with enthusiasm, willingness, adaptability, determination and vocational competence.

Andrew Ashby, Director of Customer Operations comments: “To win this award is a real achievement for all of us at Screwfix. We are incredibly proud of our team who go above and beyond to deliver a first-class service to our customers. Winning this award has shown that our commitment to our people and customers is truly paying off. I would also like to congratulate George Hawkins on being awarded ‘Support Person of the Year’ – another great accolade’’.

George comments; ‘’I am truly privileged to have been awarded ‘Support Person of the Year’. Winning this award has given me even more determination to support our teams, making it easier for them to do their jobs and to help our customers get a great experience every time”.

**-ENDS-**

**Note to editors**

**About Screwfix:**

Screwfix is part of Kingfisher plc, the international home improvement company, with nearly 1,200 stores in 10 countries in Europe, Russia and Turkey. For further information go to [www.kingfisher.com](http://www.kingfisher.com).

Screwfix is convenient, straightforward and affordably-priced, helping its trade customers get the job done quickly, affordably and right first time. Tradespeople can shop 28,000 products over the phone, online, via their mobile or in-person from their local store.

* From power tools and work wear to cables and pipe fittings, Screwfix offers over 11,000 products available for pick up from over 520 stores nationwide. Our full range of over 28,000 products can be ordered over the phone, online or from a local store, with orders taken up until 7pm (weekdays) for next day delivery to home or site.
* Screwfix.com attracts 2.6 million unique visitors per week.
* The Screwfix Click & Collect service means customers can conveniently purchase supplies online or over the phone and then collect from the store in as little as one minute.
* Customers can call the UK-based Screwfix Contact Centre 24 hours a day, 7 days a week (including bank holidays) on 03330 112 112.
* UK stores are open 7 days a week, from 7am – 8pm Weekdays, 7am – 6pm Saturdays and 9am – 4pm Sundays. Excludes selected stores. See [www.screwfix.com/stores](http://www.screwfix.com/stores) for details.
* 9 out of 10 customers would recommend Screwfix to a friend.
* Screwfix was voted the 5th highest rated UK company for work-life balance by Glassdoor Employees' Choice Awards in 2016.
* Screwfix was awarded Glassdoor’s Best Places to Work in 2017.
* Screwfix was awarded Retail Week’s Multichannel Retailer of the Year in 2017.
* In 2016, Screwfix sales surpassed £1bn for the first time.
* Screwfix was awarded 2nd place in Retail Week’s Best Employer Rankings in 2017.
* Screwfix was awarded South West Contact Centre Forum’s Large Contact Centre of the Year Award in 2017.
* For more information about Screwfix please visit our media centre: [www.screwfixmedia.co.uk](http://www.screwfixmedia.co.uk)