



January 2020

### **Screwfix store wins prestigious award**

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- **Screwfix's Bristol Longwell Green store clinches Store of the Year 2019**
  - **Annual competition challenges Screwfix stores to be the best**
  - **Competition is all about recognising the stores that deliver outstanding overall performance and exceptional customer service**
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The Screwfix team at the Bristol Longwell Green store is celebrating after winning the company's highest accolade, being named the Screwfix Store of the Year.

Out of over 660 Screwfix stores up and down the UK, Bristol Longwell Green progressed successfully through the contest to take the coveted title.

Scott Parsons, Screwfix's Operations and Property Director, visited the store during the competition and was overwhelmed by the lengths the staff go to, to look after their customers.

He commented: "Our annual Store of the Year competition recognises the stores that are delivering exceptional customer service. The team at Bristol Longwell Green is just fantastic and they have a great work ethic with a clear vision of delivering the best possible service to their customers.

"The store went above and beyond the winning criteria in terms of delivering great customer service, but also showed outstanding store presentation throughout 2019. All of our stores show such enthusiasm and dedication to customers, but Bristol Longwell Green really showed us why they deserve to be named, Screwfix Store of the Year."

Kev Parmenter, store manager at Screwfix Bristol Longwell Green, said: "It's an honour to be awarded 'Store of the Year 2019'. It's a testimony to the hard work and passion of our whole

team. We always ensure that we're providing the best levels of customer service every day and is something we will continue after the competition into 2020."

After winning the competition, the Bristol Longwell Green team were given a day off to celebrate, while the Screwfix Board, including CEO John Mewett, ran the store, with help from neighbouring store colleagues.

Visit the team at the Bristol Longwell Green store, located on Longwell Green Trade Park Aldermoor Way, Longwell Green, Bristol, BS30 7ER, open Monday to Friday 7am-8pm, Saturday 7am-6pm and Sunday 9am to 4pm. Or visit [www.screwfix.com](http://www.screwfix.com) for more information on Screwfix's latest range of products.

**-ENDS-**

### **About Screwfix:**

Screwfix is part of Kingfisher plc, the international home improvement company with over 1,300 stores in 9 countries across Europe, Russia and Turkey, supported by a team of over 77,000 colleagues. It operates under retail brands including B&Q, Castorama, Brico Dépôt, Screwfix and Koçtaş. It offers home improvement products and services to nearly six million consumers and trade professionals who shop in its stores and through its digital channels every week.

It believes everyone should have a home they feel good about, so its purpose is to make home improvement accessible for everyone. [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 33,000 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 to pick up from over 650 UK stores nationwide.
- Over 33,000 products can be ordered over the phone, online or from a local store, with orders taken up until 8pm (weekdays) for next day delivery to home or site.
- Screwfix.com attracts over 5.8 million visits per week.
- We have over 8 million active customers a year.

- The Screwfix Click & Collect service, which enables customers to pick-up their goods in as little as one minute after ordering online or over the phone, is used more than 10 million times a year.
- UK-based Screwfix Contact Centre open 24 hours a day, 7 days a week (including bank holidays) on 03330 112 112.
- See [www.screwfix.com/stores](http://www.screwfix.com/stores) for store opening information.
- Next day delivery is available within store opening hours.
- World leading customer satisfaction levels.
- Screwfix was awarded Glassdoor's Best Places to Work in 2017 and 2018.
- Screwfix was awarded Retail Week's 'Best Retailer over £250m' and 'Digital Pioneer' awards in 2018
- Screwfix was awarded in the A-Z of Recognised Retailers in the Retail Top 100 Movers & Shakers Report 2019
- Screwfix was awarded Retail Week's 'Mark of Excellence' for Best Place to Work in 2019
- The Screwfix and Wincanton team came highly commended in the Chep Award for Supply Chain Strategy and Design at the Logistics Manager Supply Chain Excellence Awards 2019.
- For more information about Screwfix please visit our media centre:  
[www.screwfixmedia.co.uk](http://www.screwfixmedia.co.uk)

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