

Garlands to create 250 jobs with opening of new Hartlepool office

Submitted by: Gray Associates

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Garlands Call Centres has announced plans to build a new corporate headquarters in Hartlepool Marina. It will be the fourth office development for Garlands which currently employs over 2100 people within the Tees Valley region. Two of its current offices are also based on the waterfront at Hartlepool Marina, the other being in Middlesbrough City Centre.

The new four storey headquarters development on Middleton Road in Hartlepool Marina will be completed in September 2004. As well as providing a new management office suite, it will also house the Garlands' Finance, IT and HR departments and provide additional contact centre capacity. Up to 250 people will eventually work at the site.

"We are delighted to announce a new corporate headquarters and to confirm our commitment to further expansion within the Tees Valley region" states Chey Garland, Chief Executive of Garlands Call Centres. "It's been a fantastic last 12 months for the company with employee numbers and turnover both doubling. And, I'm delighted to say, we're still experiencing rapid growth within our existing accounts. It's a great credit to everyone that has worked so hard to make the company a success".

"As well as providing us with the capacity to further expand, the new building will afford us the opportunity to create a new state-of-the-art technology suite and to extend our training facilities. These are two key areas for Garlands, and continuing to develop our technical and training capabilities is essential to our remaining one step ahead of the competition".

Garlands is currently recruiting for additional customer service, customer sales and technical support personnel at both its Hartlepool Marina and Middlesbrough sites. For further details, call the Garlands recruitment line on 0800 052 1142 (Hartlepool Marina site) or 0800 052 1240 (Middlesbrough site).

About Garlands

Garlands Call Centres is the UK's leading provider of outsourced customer contact services via phone, email and the Web. Garlands' services range from customer service to outbound customer acquisition, debt collection, customer retention, technical assistance, cross selling, upselling, staff accounts, activations, credit management, customer registrations and customer lifecycle management.

Garlands provides an integrated multi channel contact handling capability with the ability to manage customer contacts via phone, email and the Web as a single queue and in accordance with user-defined business rules. The company has a blue chip client list that includes leading businesses in the telecoms (mobile and fixed), utilities, Internet services, multi media entertainment and financial services industries.

Garlands believes that people are the key to delivering superlative customer service. It provides comprehensive and innovative programmes with a holistic focus to develop the skills of its staff - programmes that extend beyond the call centre and into the local community. Garlands Call Centres received a Special Commendation for HR Excellence at the 2003 HR Excellence Awards.

Garlands was named the 'Tees Valley Company of the Year' at the 2004 Tees Valley Awards and 'Best Large UK Contact Centre' at the 2002 National Customer Service Awards. Garlands Chief Executive, Chey Garland, was named 'Business Services Entrepreneur of the Year' at the 2002 Ernst and Young Entrepreneur of the Year Finals, and was a finalist in the 'CRM Business Leader of the Year' category of the 2004 CRM Industry Awards.

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