

New Contact Centre Development for Garlands

Submitted by: Garlands Call Centres

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Garlands Call Centres announces today that it is creating a new Contact Centre Village at Preston Farm, Stockton-on-Tees. The Village will be made up of four new buildings, each with the capacity to house 250 people. Construction work is under way and the first of the new contact centre buildings will go live at the end of January 2005.

Garlands is immediately looking to recruit 100 travel consultants, including Team Leaders, to work for a major UK travel client. The vacancies are for full and part time personnel. People interested in applying for these positions should call Garlands Recruitment Line number today on 0800 052 1240.

The new buildings at Preston Farm will deliver modern, spacious and intimate workspaces that provide plenty of natural light. They will also be constructed and designed to the same high standards that saw Garlands' centres recognised as one of the best Call Centre Environments in Europe at the finals of the 2004 European Call Centre Awards (<http://www.callcentreawards.co.uk>). Each building will be personalised to the needs and corporate branding of Garlands' clients.

Employees at Preston Farm will enjoy Garlands' unique facilities such as Radio Ga Ga, the company's in house radio station, and Café del Mar, Garlands' chill-out café areas. A centrally located Cappuccino bar will serve employees in all four of the new Preston Farm buildings.

"With three existing buildings in Hartlepool Marina and Middlesbrough, our new head office opening its doors on Hartlepool Marina in early December, and the first of our Preston Farm sites in January 2005, we're committed to growing our business in the Tees Valley" said Chey Garland, Chief Executive of Garlands Call Centres. "As someone that was born and raised in the region, I'm extremely proud of what we've achieved."

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, customer lifecycle management and many other back office functions.

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, travel 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 owns three prestigious contact centre sites, two in Hartlepool Marina and one in Middlesbrough town centre. With over 2600 personnel, Garlands is the second largest private employer in the Tees Valley.

Garlands was named 'Tees Valley Company of the Year' at the 2004 Tees Valley Business Awards, 'Best Large UK Contact Centre' at the 2002 National Customer Service Awards and was a finalist in the category 'Best Inbound UK Contact Centre' at the 2004 National Sales 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, 'Best Business Leader' in the 100+ employee category at the 2002 Sage Business Awards, and was a finalist in the 'CRM Business Leader of the Year' category of the 2004 CRM Industry Awards.

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