

Nick Francis – Testimonials

Colleague Testimonials

In his role as Retail Merchandiser, Nick comes into contact with a number of colleagues from different departments. It is clear from some of their testimonials below of the positive impact that Nick has both within his department and the rest of Express Vending.

Tony Bunce – Stock Control Investigator

“Nick is like a breath of fresh air when he comes into the office for his stock day! Sometimes the RMs get frustrated when I tell them to recount certain stock lines in their vans, however Nick seems to just get it right first time. Nick’s stock is always within the company target, and if it ever isn’t he will be able to explain what has gone wrong and where. If everyone was like Nick I would be out of a job!”

Viktorija Rodrigues- Merchandising Coordinator

“Nick is a real asset to the team. He is always open to new ideas to try different products in his site. He suggested putting a new kind of flapjack bar in one of his sites which is manufacturing-focussed as he thought it would appeal to the workforce there. After sourcing the product, Nick remerchandised his machines at this site, and as a direct result of this, sales improved. I wish he could train everyone to be this good!”

Tony Brown – Area Service Manager

“I manage a team of engineers in the South Hertfordshire area and Nick Francis is one of the RMs who work in that area. Each week I liaise with my engineers and they tell me which issues they have had at which sites, and if we need to offer any training to the RMs or customers. Each week the engineer who looks after Nick’s group of customers tells me that Nick does a fantastic job liaising with both him, the Service desk in the office, and the customer to ensure all parties are aware of any issues that have occurred, but more importantly what is being done to resolve any issues. This makes the whole process of repairing a machine far less problematic and customer satisfaction remains high. Thanks Nick!”

Client Testimonials

“Your vending operator (Nick Francis) is very efficient, smart, keeps the machine top up always, nothing is a problem & you can have good laugh with him.”



“Nick is always happy and extremely helpful, he goes the extra mile always, and is happy to help even if off site when we have a problem and gets it sorted as soon as he can.”

