

## Stephanie Jones – Client Testimonials

### GKN Aerospace Luton

My name is Tony O'Connor, Procurement Team leader at GKN Aerospace Luton located in Luton Bedfordshire. Please refer the following information to be used as a customer testimonial / Case Study for the provision of vending services to the GKN Luton site by Express Vending.

Providing some background, GKN Aerospace Luton site has approximately 450 employees working on various shift patterns which provides a 24 hour / 7 day week manufacturing coverage. Therefore GKN Luton requires a reliable and high quality 24 hour / 7 day week vending service to be provided in support of the GKN employees. GKN Luton is part of the world wide GKN Aerospace Group who is part of GKN PLC which therefore enables GKN Luton to benefit from GKN PLC Group contractual supplier provision of goods, materials and services.

At this time the GKN PLC Group contractual provision for vending services is provided by a different company to Express Vending and GKN Luton is requested to obtain vending provision in line with the Group arrangement.

However GKN Luton has had a long relationship with Express Vending lasting over ten years and during that time GKN vending requirements have changed / increased. Over the most recent six years that the two companies have worked together and currently, Stephanie Jones has been and is the Express Vending Account manager for the GKN Luton account.

GKN Luton has just taken on a new five year contract with Express Vending, which is contrary to the GKN Group instruction as mentioned above. GKN Luton reasoning for entering a new contract period and continuation of vending service by Express Vending is as a direct result of Stephanie and her consistent, diligent and exemplary provision of service and support to the GKN Luton site.

Obviously when a company enters a contractual provision of service by a supplier you must take into account both the financial, quality and provision of service being offered / provided by the supplier and the action of entering a contract should never reflect on the actions or behaviour of one person. However I am very happy to say that in the case of GKN Luton's historical experience and reasoning for taking on the new contractual agreement with Express Vending that it is fully as a result of Stephanie's efforts to provide the best possible customer service.

Having had the pleasure of working for a number of years with Stephanie and having worked together regarding the GKN placement of the new vending contract between the two companies I have found Stephanie to be both completely professional in her provision of customer support and also to be a very kind and nice person to work with. Within the entire time Stephanie and I have worked together I have found it a pleasure working with someone who is both a very nice and kind person to know, helpful and dedicated to her role.

Sadly as the customer my general experience of supplier customer service managers is that they are very supportive when new business or contracts are involved, yet they are invisible when standard operational requirements or problems occur.

I am very happy to say that Stephanie could not be more the opposite as she is through her actions clearly dedicated and consistent in her provision of support to GKN Luton as and when required.

GKN definition / requirement of provision by a supplier of customer support can be simply defined as “putting the customer first every time”, I am very happy to say GKN has consistently experienced over many years that Stephanie has always placed GKN first.

I can personally recall numerous times in the past that Stephanie has gone out of her way, beyond any sensibly expected level of service in assisting GKN and myself to resolve problems in provision of service by Express Vending. This includes responding to my requests for help when Stephanie has been on personal leave and I can think of one particular time when Stephanie helped GKN whilst dealing with very serious personal family matters.

Stephanie has constantly amazed me with her dedication to the Express Vending customer and her desire to make Express Vending the number one provider of vending service within the UK. For example her tireless efforts to get the best possible contractual agreement between the two companies for the latest and instigated contract is an example of just how good a Customer Service manager she is. GKN Luton had very specific requirements with very tight financial constraints, however through considerable effort Stephanie found the best possible arrangement for both companies which enabled GKN to proceed with provision of service by Express Vending in contradiction to GKN Group instruction and obvious benefits.

Stephanie has clearly also worked tirelessly with the personnel in the Express Vending Operational support / service departments and has obviously an excellent relationship with all levels and roles of personnel as shown by the excellent level of service provision by Express vending to GKN as a result of Stephanie's involvement. However in spite of a good support team at Express vending, in the event of a problem my immediate “go to person” at Express vending is still always Stephanie as I know with complete certainty that the problem no matter how big or small will be resolved by her in a fast and efficient manner.

I am very happy to on behalf of GKN Luton in recommending Express Vending to other companies / parties, this being as a result of the Express vending team and most importantly Stephanie.

It would be a wonderful acknowledgement of how good Stephanie is in her role as a Customer Service Manager for her to be presented with the Customer Service Award by The Vending Awards and I would very strongly support her receiving the award.

**Tony O'Connor, Procurement Team Leader**

## **NetApp EMEA**

Stephanie has worked as our CAM for the last year and has made a big difference to our relations. Our previous CAM was excellent but Stephanie has a real personal touch and makes us feel important and that we are the "client" which is so sorely missed in most companies these days!

Stephanie has introduced us to other services that Express Vending supply which we were not aware of and we have now expanded our account with them to include these additional Services. Whilst it's nice to have these services under one company – it's also great as we know Stephanie will keep an eye on things and jump on any of the smallest issues and resolves quickly and effortlessly, which is what anyone wants from their supplier.

**Sarah Horne, EMEA WPR/Facility Manager JLL**

## **Kubota**

Stephanie has taken an account that was on the verge of having the contract terminated to one that is now being invited to advise on new ideas and services.

The issues faced were many and never seemed to be resolved. Then came Stephanie, with her can do attitude and methodical approach she slowly turned something very bad into something that flourishes. A delight to do business with, if anyone deserves an award....Stephanie does.

**Solly Wilson, Supply Chain Manager**

## **Wipro Limited**

Dear Steph,

I have known you close to 3 years now and from day one you established the trust and confidence with us and proved you can deliver the results and solution that we need for our refreshment requirements. What is special about you the way you resolve things, keep in touch with my team to ensure their problems are resolved, continuous improvement in services and more importantly, ensuring everything is going well and our employees are satisfied with the quality and the services we get. You have achieved this and more. You have single handedly ensured, we stay with Express vending year after year by providing the best solution, competitive pricing, saving us on costs by giving good suggestions, arranging and coordinating with teams for training, getting feedbacks and acting on it and that too on record time. The end result is our employees are happy, we are getting a world class service and one of best product when it comes to quality. So a big thank you from me and my team in UK/Ireland for making the difference. Keep winning and best wishes

**Ramesh Phillips, Head – Operations Support**

### **Queen Mary, University of London Students Union**

Our company carried out a competitive tender in the autumn of 2016, which was impressively presented against stiff competition. It is refreshing and impressive to see that since the dust has settled since the sales pitch has been completed, the planning, implementation and exceptional attention to detail and commitment to exceptional customer service has been amplified. Stephanie is superbly well organised, polite yet firm, responds clearly and professional to queries and committed to finding solutions and developing the business.

**Mike Wojcik, Chief Executive Officer, Managing Director**

### **Ultra Electronics**

I have worked as the Facilities Manager at Ultra Electronics for almost 2 years the vending contract is just one of the contracts that falls under my remit, it is complicated due to mismanagement by previous Facilities Managers, Steph has worked tirelessly to unravel the account...we literally have machines all over the place (previous Manager moved them himself without notice) Steph has worked none stop to attempt to untangle the contract & make straight forward.

Steph was very keen right from the start to forge a friendly working partnership, she is always looking at ways to try & improve the service that Express provide to us, I sometimes get the feeling that Steph gets frustrated with Ultra (although she would never admit it!!) due to the complicated nature of contract it is difficult to implement anything new.

Steph's professionalism & dedication are unquestionable she always delivers when she takes on a task & is always ready with a suggestion to improve the service we receive from Express, her customer service skills are second to none.

**Richard Wood, Facilities Manager**

### **Recycling and Recovery UK**

Have been working with Stephanie Jones from Vending Express for a number of years now, lately in her capacity looking after nominated accounts.

I have found her a very personable and extremely attentive account manager, as she keeps in touch regularly to sort any issues quickly, but without the need for having too many meetings, so we are not meeting just for the sake of it.

I cannot remember exactly how many years we have been working together, but I hope there are many more to come.

**Glynn Mitchell, Facilities Manager**