



July, 2008

beCogent Manager is made of top stuff

An exceptional member of staff from Scottish-based contact centre provider beCogent had been shortlisted for the Customer Service Manager of the Year at the National Customer Service Awards.

Gwen Cumming (45) from Airdrie is one of only ten people shortlisted from across the UK in the Customer Service Manager of the Year category. The operations manager, who has worked for beCogent at its Airdrie site for four years and now manages a team of 12 people for the Virgin Media Account, was nominated for the award by her employer.

The National Customer Service Awards celebrate the effect and impact of excellent customer service on the consumer and businesses. This high profile programme has become a firm fixture in the UK business calendar. Each category has its own criteria but all entrants are judged on their commitment to high standards of customer care in their teams and organisation.

Along with the other finalists, Gwen will now present to a panel on July 10, 2008 on her experience as a manager, initiatives within her team and her success stories. The winner will be announced at an awards ceremony in London in September.

Gwen said: "It is fantastic to be nominated for such a prestigious award. I work extremely hard for and with my team to bring the best out in everyone and it is great to be recognised for this.

"I am delighted to be nominated but it's not all about me. My success is down to our team and how we all work well together and the passion we have to provide Virgin Media's customers with exceptional customer service. It's good to be able to highlight how we improve customer service within beCogent.

"I'm keeping my fingers crossed that my presentation goes well and look forward to attending the awards ceremony later in the year."

Jackie Lowe, HR Director at beCogent, said: "Gwen is an exceptional member of staff and should be very proud of making it to the shortlist of the awards. Gwen's outstanding work with her team deserves to be recognised and we are extremely pleased that an outside organisation is highlighting her achievements.

"The awards are not just about what companies are saying they are doing - they are about what individuals and teams are actually delivering.

"At beCogent we have a culture of developing our staff and with our dedicated in-house training academy we like to nurture people and get the best from them."

Ends.

Notes to Editors:

beCogent – founded in 1999 in response to the rapid expansion of the multi-billion pound call centre sector – has grown organically to become one of the UK's leading providers of outsourced customer contact services.



Press Release

The Company has developed a portfolio of high-profile clients that includes Argos, Virgin Media, J D Williams, John Lewis Direct, Traveline Scotland, House of Fraser, Fortnum & Mason and the National Australia Bank Group.

beCogent has significantly increased its workforce in the last year creating nearly 1,000 new jobs, taking the total number of staff across sites to circa 3,000.

Despite its rapid growth, beCogent – which operates contact centres in Airdrie, Kilmarnock, Erskine, and Glasgow – has never lost sight of its ethos of making the right recruitment decisions, continually developing its staff and instigating initiatives to sincerely engage with them.

For further information about beCogent please visit www.becogent.com
For further information on the National Customer Service Awards please visit www.customerserviceawards.com

Issued by Beattie Communications (www.beattiegroupp.com) on behalf of beCogent

For further information please contact:
Susanne Grant 01698 787859 or susanne.grant@beattiegroupp.com