



23 February 2009

## **beCogent 'Oscars' presented by Fred MacAuley**

Its not only Kate Winslet and Sean Penn who are celebrating after the 81st annual Academy Awards, the staff at Scottish-based contact centre beCogent have also walked the red carpet, picked up their trophies and proudly displayed them on the mantelpiece.

All employees at beCogents four sites in Airdrie, Glasgow, Erskine and Kilmarnock were invited to attend the glittering evening held in Tiger Tiger, Glasgow. The event was attended by around 1000 staff and was hosted by comedian Fred MacAulay.

Over forty top performing employees were shortlisted for one of the fourteen award categories, which included advisor of the year, manager of the year, support person and support team of the year, the WOW award and the Chairman's award for special recognition.

Lorna McDowall, winner of the Chairman's Award at the beCogent Oscars, said, "I was overwhelmed when I was presented with the Chairman's Award at this year's Oscars ceremony!"

beCogent have helped me build my career from a young age and their learning and development opportunities have led me to a job that I thoroughly enjoy doing. The company helped me progress from Customer Service Representative to start a career in Human Resources as a Recruitment Administrator. I have progressed through various roles in the team to my current role as HR Business Partner.

I'm extremely grateful to the company for their support and feel honoured to have received this level of recognition."

Jackie Lowe, Director of Human Resources at beCogent said, "Our Oscars were a fantastic celebration of the achievements of our staff – everyone who won an award truly deserved the recognition and those who didn't win an award on the night certainly deserved a great evening of celebration to thank them for their hard work and efforts too."

She continued, "A beCogent employee provides contact centre services to some of the most prestigious blue-chip companies in the UK, we believe that they should be recognised for the exceptional service they provide and that is why we hold these annual awards. It also gives everyone the chance to let

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their hair down and enjoy themselves for the night!

beCogent appreciates how crucial it is to retain talented and dedicated staff in the business, every one of them has contributed to our significant growth in recent years, which is why we are delighted that they can celebrate with us in style.”

## **Ends**

### **Notes to Editors:**

beCogent – founded in 1999 by entrepreneur Dermot Jenkinson, 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.

The Company, which turns over in excess of £40m, has developed a portfolio of high-profile clients that includes 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 3 years, taking the total number of staff across all sites to circa 2,500.

Despite its rapid growth, beCogent – which operates contact centres in Airdrie, Kilmarnock, Erskine, and Glasgow continues to focus on development and engagement of its people resulting in a high-end customer service offering to its clients.

### **Issued by beCogent Ltd**

#### **For further information please contact:**

**Valerie Weir**

**Tel: 01236 628121**

**Fax: 01236 628101**

**Email: [Valerie.Weir@becogent.com](mailto:Valerie.Weir@becogent.com)**

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