

ARVAL EMPLOYEES SHINE AT CUSTOMER SERVICE AWARDS



It was a great night for Arval at the 2018 FN50 Customer Service Awards as its employees stood out for customer service.

Ian Walden, Senior Account Manager, and Arval's Swindon Account Team 5 won the Individual and Team Awards respectively. At the same awards Caroline Spackman, Account Manager, was highly commended in the Individual category and Arval's Manchester Account Team 4 was shortlisted for the Team award.

Arval operates a unique account team structure which brings together a number of roles from across the business to deliver the best levels of support for customers. Employees also benefit from a major focus on training and development, including Arval's unique 'BRAVO' approach to service which puts the customer at the heart of every conversation. All of these factors, alongside the expertise and commitment of Arval's employees, are thought to have played a part in this awards success.

Elliott Woodhead, Deputy General Manager for Arval says: "Delivering a great customer experience is a major area of focus for Arval, and we invest a lot into it. At the same time, we are reliant on our people to make the difference for our customers and we are really proud of all our winners, and the teams in Arval who support them."

The awards are organised by Fleet News, one of the leading publications in the fleet industry. They are aimed at employees and teams who have gone above and beyond in providing help and support to customers, recognising the vital role that back office staff play in supporting customers and ensuring leasing companies deliver on their promises.

This is the fourth year running that an individual or team from Arval has won at the FN50 Customer Service Awards.



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Ian Walden (left) collecting the Individual Award



Luke Huggins (right) from Swindon Account Team 5 collecting the Team Award



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