

Training

If A&A is successful in tendering for your business, we will ;-

- Conduct a team briefing with everyone in our organisation regarding the contract.
- Appoint telephone contacts and numbers dedicated to you.
- Appoint a dedicated Account Manager to oversee the contract.
- Make regular contact with stationery monitors by a senior staff member to ensure the efficient running of the contract.
- Offer specific training where required on our live ordering systems.
- Organise regular reviews of our performance with your representative.
- Carry out frequent, independent telephone research within the various levels of your business to tender user/order point, to ensure your expectations are being met and exceeded.