



Bathroom Customer Service of the Year

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Mark Hull from City Plumbing picks up the Kitchen Customer Service of the Year award. Host Steph McGovern (left) and Jaquar national sales manager Darren Chisholm (right).

WINNER City Plumbing Andover



The Mystery Shopper says:

"Easy to find in the centre of Andover and with good parking outside, The Bathroom Showroom at City Plumbing wins purely for how easy it makes the experience. Good, knowledgeable salespeople that will really spend time with you and adhere to your budget, coupled with plenty of actual bathroom features and designs to look at and explore. For those looking at this level of the market, this is a great and surprising place to come."

FINALISTS



York and Young Liverpool

The Mystery Shopper says: "This immaculate showroom is the creation of owner Kevin Flynn, who greets customers with a friendly smile and offers of help from the start. I was won over by his willingness to listen to my preferences, discuss what was appropriate for a period property, and then suggest one or two ranges I might like, while offering lots of brochures, too."

The business was founded some 60 years ago and Kevin is equally keen to preserve the history of the showroom, which was once The Old Dutch Café, where the Beatles would meet."



Quality Bathrooms & Kitchens Yeovil

The Mystery Shopper says: "Quality Bathrooms & Kitchens is a classic example of a well-established, professionally-run independent retailer. It might have been running for 20 years, but it isn't just basking in its reputation. Its website has recently been updated and the suppliers it uses are constantly being monitored and adjusted. The showroom has also recently been extended and now has around 50 displays, so there was substance here. The company is also proud that it provides a start-to-finish service, with planning, selling and installation all part of the offering."



Bayliss Bathrooms Sutton Coldfield

The Mystery Shopper says: "This large, airy showroom set just off Boldmere high street had a very professional feel, with some nice brands. I was warmly welcomed by Daryl as I approached a central welcome desk. I explained that I was doing some early research into kitchens and bathrooms and he then helpfully took me through the whole process, explaining that the company would do a survey, design and installation. A great all-round and enjoyable experience, this was a fantastic example of how it doesn't need to be complicated to be special."