



Lloyds TSB

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SWANSEA CONTACT CENTRE BOSS AWARDED

Kathryn Chivers, head of the Lloyds TSB contact centre in Swansea, has scooped the award for best contact centre manager of the year at the West Wales Association of Contact Centre Awards.

Kathryn was selected from over 100 entries and finalists were judged on their leadership, organisational skills, communication, knowledge and expertise.

Nick Christie, a customer service advisor at the Swansea centre, was also recognised with the best newcomer of the year award acknowledging his willingness, enthusiasm and determination.

Kathryn has worked for Lloyds TSB since 1995 holding a number of different roles within telephone banking. Since her promotion to head of the contact centre in 2006, Kathryn has reduced staff sickness levels, increased overall efficiency and productivity and improved levels of staff satisfaction.

Kathryn, who lives in St Mellons, Cardiff said: "Having worked for the bank for more than ten years, I have a really good understanding of all the different roles and I always try to remember what each one is like to do.

"I want the Swansea contact centre to be a great place for staff to work and am constantly looking for ways to improve the working environment. I am really proud to receive this award and am grateful to all of the staff at the centre for their hard work and dedication."

Lloyds TSB employs nearly 1,500 people in its three contact centres in Wales with 210 employed in Swansea alone. Last year, Lloyds TSB Telephone Banking received 70 million calls from its customers which equates to 8,000 calls per hour or 133 calls every minute.

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For more information

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