



Customer Services Bulletin

16/10/2020

TB-C-0061 / TB-M-0050



Re: Changes to the Bailey Customer Services Department

Dear Colleague,

As part of the on-going process of improving the level of service we provide to you and your customers we will be re-structuring our Customer Services Team with immediate effect. Instead of having specialists focussing on specific aspects of the departmental workload, as we do now, we will now be dividing our people up into dedicated Support Teams covering all elements for a specific group of Retailers.

Consequently each Retailer will now have two dedicated points of contact for all Customer Service queries (warranty claims, customer issue resolution and technical assistance). This, we believe, will not only improve overall communication in this area but will also help develop the working relationships between our two businesses.

The teams will be aligned with our Business Development Managers and are allocated as follows:

Ben Pointon – BDM Caravans (North)
Customer Services Support Team – Bob Swain & Marianne Larne
warrantynorth@baileyofbristol.co.uk
0117 966 5967

Simon Hyde – BDM Caravans (South)
Customer Services Support Team – Ian Turner & Ludek Selepa
warrantysouth@baileyofbristol.co.uk
0117 966 5967

Alan Freeman – BDM Motorhomes
Customer Services Support Team – Darryl Wandless & Danny Ford
warrantymotorhomes@baileyofbristol.co.uk
0117 966 5967

Sue Irwin will continue to liaise with all Retailer accounts on a pro-active basis in her existing field-based Retailer Services Executive role

Jo Barrington and Morgana Davies will remain the first points of contact for direct customer communication and as a result will also be in contact with yourselves periodically should they require any further information in relation to the queries received.

Case escalations will continued to be administered by Chantelle Kimmins and myself, with Simon Howard supporting at Director Level as needed.

We would ask however that you direct all communication on these cases through your Support Team in order that we maintain the single point of contact and they are kept up to date with all matters relating to their Retailer accounts.

In order to support this departmental restructure we have also invested in a new automated telephone system, due to be installed in the next few weeks, which will direct both Retailers and Customers to the appropriate Support Team members via the main switchboard. That said our recommended form of communication to our team remains via email.

Should you have any queries on either of the two developments above please contact Chantelle Kimmins on chantelle.kimmins@baileyofbristol.co.uk

Best regards



Dave Evans
Head of Customer Services