

“Be open and honest to your customers and colleagues”

Introduction

I've been at Gregory's for three years now, I started as an apprentice straight from my first year of college; when I first came all the staff were really helpful and encouraged me to do my best this really made me feel a part of the team. I am an outgoing and lively person, which I think is quite important to get into a family company like Gregory's



Image: April, Transport Operator – Gregory

How did you get started in your career?

Once I had finished my first year at college I believed it was time to get into a full time career, I found the vacancy at the Job Centre in Tiverton and thought it was something I would like to settle down in. The college helped me complete all my coursework which lead to me successfully completing my apprenticeship

Can you outline a typical work day?

A typical work day for me will involve the day to day running of the collection desk/operation. I usually deal with issues relating to collections directly by telephone and email. I also debrief drivers at the end of their shift and generally support the transport operation.

What do you enjoy most about your job?

I enjoy working in a small but dynamic team. The atmosphere of the Transport Office is great; I get on with all of my colleagues which encourages me to be more motivated.

What skills are important for anyone wishing to start in your profession?

You need to be happy talking to customers and dealing with problems so good communication and interpersonal skills and a good telephone manner. Being able to keep calm when it gets busy and having plenty of confidence. You need to have good Math's and English and my Business Administration L2 qualification has really helped me.

What main personal attributes do you think is important for your type of job?

It's important to be confident as you're dealing with a lot of customers. You need to get on with everyone in the office and it's important not to be too serious. Being enthusiastic helps.

Do you have any tips or suggestions on how young people and adults can get into a job like yours?

A great way to get into the company is to start off as an apprentice, this way you can get a real feel of what the job is like and if you think the job isn't for you, you can find another apprenticeship in a different department/area.

What career progression opportunities are available in your business/sector?

My next step would be into a Supervisor role and I know I'd be developed to do that if I wanted to.

Why is it important for your business to attract and train young people/new entrants?

Before I worked here I knew nothing about the Distribution and Haulage industry. It's not an industry that many young people think about but there are so many different jobs you can do you'd never get bored.

What trends do you predict for your industry within the next 10 years? E.g. is it a growing market requiring more young entrants

Bigger warehouses, more lorries and a lot more deliveries to make.

General words of wisdom

To be open and honest to your customers/colleagues because it causes less problems for the department.

Further contact/information

If you are inspired by April and would like to get in touch with her, please email inspiringsouthwestncs@prospects.co.uk with your enquiry and we will pass on your contact details.