

23 May 2016

# Clemwood Stores in Barry wins national award for outstanding customer service

**23 MAY 16:** Clemwood Store in the picturesque town of Barry has today been named the UK's best [CollectPlus](#) store in the brand's annual awards programme, which recognises excellent customer satisfaction and service levels over the period April 2015 to March 2016.

CollectPlus is the UK's largest independent store-based delivery and returns service, and offers a convenient way for people to collect online purchases or return unwanted items to more than 360 high street and online retailers, including John Lewis, Very and ASOS – all at their local convenience store.

Clemwood Store is a traditional, family-run business first started by Tracey Clemett-Wood and her husband Antony six years ago. Set in the heart of the seaside town of Barry, the store has been an established part of the community since 1937. It had stood empty for a couple of years and in 2010 Tracey decided to leave her office job to purchase and run the store.

The store is situated opposite the train station and provides a wide range of goods and services, including teas, coffees and takeaway food, for commuters and the local community. Tracey and Antony, along with their hardworking staff, diligently provide excellent customer service to customers leading to their recognition by CollectPlus as the UK's 'Store of the Year'.

The store joined the CollectPlus network in April 2011, and it is open from 6.30am to 8pm Monday to Saturday and from 8am to 7pm on Sundays.

## **Tracey Clemett-Wood, co-owner of Clemwood Store, said:**

*"We are very proud that we've won the Store of the Year award, we still can't quite believe it! This is the first time we've run a convenience store and we've worked hard to provide great customer service to every customer. The store is such an integral part of the local community now and it's wonderful to receive such great feedback directly from our customers. We joined the CollectPlus network to increase footfall to the store and help out our regular customers by providing a convenient way for them to pick up and return their online purchases. Our store continues to be popular thanks to our loyal customers and the new faces that the CollectPlus service brings in."*

The CollectPlus 'Store of the Year' awards programme recognises the best stores in the CollectPlus network of 5,800 newsagents, convenience stores, petrol stations and supermarkets. With one national winner selected, Clemwood Store was judged to be the very best in the company's nationwide network, achieving the best overall performance for customer satisfaction, scoring an impressive 4.95 out of 5 stars for the period April 2015 to March 2016.

Tracey and Antony were presented with their award by **Neil Ashworth, CEO at CollectPlus**, who said:

*"Clemwood Store is a very worthy winner of our national Store of the Year award, and it's been fantastic to come to Barry and thank Tracey and Antony for providing such an outstanding level of service to CollectPlus customers."*

*Tracey and Antony have done a brilliant job serving the local community, and it's great to hear about the benefits that offering the CollectPlus service has brought them. CollectPlus is all about convenience, and it is the tremendous service that stores like this provide which makes it possible*

*for people across the UK to pick up and return their online shopping or send parcels at a time and place that suits them. Clemwood Store sets an outstanding example to our nationwide network of more than 5,800 stores.”*

Recent research has demonstrated that stores benefit from offering the CollectPlus service, as two-thirds (67%) of customers dropping off or collecting a parcel, across the network, are visiting that particular store for the first time. The research also showed that stores in the network take an average of £3,095 a year in additional revenue, on top of the chance to be crowned winners in the quarterly and annual store awards scheme.

Founded in 2009, CollectPlus is a joint venture between PayPoint, the leading retail payment network, and independent parcel carrier, Yodel. For more information visit [www.collectplus.co.uk](http://www.collectplus.co.uk).

**-ENDS-**

### **Notes to Editor**

For further information, please contact the CollectPlus team at the Red Consultancy:

**Email:** [collectplusteam@redconsultancy.com](mailto:collectplusteam@redconsultancy.com)

**Tel:** 0207 025 6500

CollectPlus scores 9.2/10 on [TrustPilot](https://www.trustpilot.com), with 82.7% of customers giving CollectPlus 5/5 stars (as of 06.05.16).

‘Store of the Year’ Terms and Conditions can be viewed by visiting <http://www.paypoint.co.uk/retailers/terms-conditions>.

### **ABOUT COLLECTPLUS**

CollectPlus is the UK’s largest independent store-based parcel delivery and returns service. It offers a simple and convenient way for people to collect online purchases from or return unwanted items to more than 300 high street and online retailers, including John Lewis, New Look and ASOS – all at their local convenience store.

It is also possible to send parcels to any UK address from a CollectPlus store, making it a convenient option for those who sell products via online marketplaces such as eBay, as well as acting as a cheaper and convenient alternative parcel service for sending packages to friends and family.

Founded in 2009, CollectPlus was the first business to offer third party click and collect in the UK and now has a network of over 5,800 conveniently located parcel stores across the UK, nearly all of which are open early ‘til late seven days a week. 90% of the UK’s urban population live within a mile of a CollectPlus point and 89% within five miles in rural areas.

CollectPlus now handles in excess of 300,000 parcels a week and in July 2015 handled its 50 millionth parcel. CollectPlus is a joint venture between PayPoint, the leading retail payment network, and leading independent parcel carrier, Yodel.

### **ABOUT PAYPOINT**

PayPoint is an international leader in payment technologies, its solutions transforming payments for everyone from consumer and financial services companies to retailers, utilities, media, e-

commerce, gaming and government clients.

PayPoint delivers payments and services by taking the complexity of multi-channel payments and translating it into convenient, simple, value-added solutions. It handles almost £10 billion from over 694 million transactions annually.

With the backing of 24/7 operations centres with dual site processing, PayPoint is widely recognised for its leadership in payment systems, smart technology and service.

### Retail networks

The PayPoint retail network across the UK numbers over 28,200 local shops (including Co-op, Spar, McColls, Costcutter, Sainsbury's Local, Tesco Express, One Stop, Asda, Londis and thousands of independents), where it processes energy meter pre-payments, bill payments, benefit payments, mobile phone top-ups, transport tickets, BBC TV licences, cash withdrawals and a range of other transactions. In Romania, the retail network numbers 9,700 terminals in local shops, helping people to make cash bill payments, money transfers, road tax payments and mobile phone top-ups. In the Republic of Ireland, over 500 terminals in shops and credit unions process mobile top-ups and bill payments. PayPoint's ATM network numbers more than 4,000 'LINK' branded machines across the UK, and 10,000 PayPoint terminals enable retailers to accept credit and debit cards.

### Mobile Payments

PayPoint Mobile Payments (trading as PayByPhone and Adaptis) handles over 118 million payments for parking, payments and consumer services. In major cities in the UK, Canada, USA, France, Switzerland and Australia, its parking solutions make it easy for people to pay for parking by mobile, as well as providing electronic parking permits, automatic number plate recognition systems for car parks and penalty charge notices.

## **ABOUT YODEL**

UK independent parcel carrier Yodel handles over 155 million parcels every year and has a relationship with 85 per cent of the UK's top retailers. The company is headquartered in Hatfield and has over 60 locations across the UK, including three central sorts and over 50 service centres.

Yodel offers a range of services to meet the needs of its clients and their customers. Through its sister company, Arrow XL, Yodel can also offer a two man service for white goods and large items up to 120kg.

To find out more visit [www.yodel.co.uk](http://www.yodel.co.uk)