

## **Leading airport customer service business recognised in UK Government's Top 100 Apprentice Employers List**

Your Service Centre Gatwick, in partnership with Skybreak, has been announced in the Top 100 Apprenticeship Employers List. One of just two travel companies, along with Hays Travel, Your Service Centre Gatwick is the only airport business to be featured on the prestigious list.

Lecia Taylor, Director at Your Service Centre Gatwick, said:

As the only airport business on the Top 100 list, we are very proud that the dedication and hard work of our apprenticeship team has been recognised by the UK Government. .

Our inclusion in the Top 100 Apprenticeship Employers List demonstrates how a service based business can deliver significant value to both the individual apprentices and the employer. We have been able to introduce apprentices into the very challenging airport environment and they have helped us provide world class customer service to travellers at exactly the time and place this assistance is most needed."

Your Service Centre Gatwick's team of six apprentices, led by a mentor, are responsible for delivering five star customer service to passengers passing through Gatwick Airport. Ensuring they are readily available, the team communicate with passengers, over the telephone or via email acting as the front face of the business, effectively communicating between our customer service agents and the passenger during periods of high traffic.

The Top 100 Apprenticeship Employer list is compiled annually and features businesses that entered the National Apprenticeship Awards 2016, and have been selected as having displayed the very highest standards of excellence in employing apprentices.

Praising the apprentice team at Your Service Centre Gatwick, Lecia Taylor added:, "Our apprentices have a real impact on our business performance, delivering skilled assistance to passengers on a daily basis and providing a meaningful contribution to the overall well-being of the Gatwick Airport customer."

### **ENDS**

#### **For more information contact:**

For media information, contact Stephen at SRF on 01252 850540 or email [stephen@communicationmatters.co.uk](mailto:stephen@communicationmatters.co.uk)

#### Your Service Centre Gatwick

In partnership with SkyBreak, Your Service Centre offers a range of services at the airport and beyond. Your Service Centre can rebook your flight - whether it's scheduled charter or low cost - so you can get on your way as quickly as possible. We can also help with alternative travel arrangements to and from your destination. From budget to luxury hotel reservations in the UK and abroad, we can source a wide range of hotels. Our desks in the South Terminal are opposite zones J to K and in the North Terminal are in the atrium opposite zone D.

#### **The National ApprenticeshipService**

The National Apprenticeship Service supports the delivery of apprenticeships and traineeships in England.

It offers free impartial advice and support to employers looking to recruit for the first time or expand their apprenticeship and traineeship workforce. This includes simplifying the process of recruiting an apprentice or trainee through the support of employer focused teams and Find an apprenticeship and Find a traineeship recruitment sites on GOV.UK where employers can advertise their vacancies and potential apprentices or trainees can apply.

Call **08000 150 600** or search for apprenticeships on [www.gov.uk](http://www.gov.uk) to find out more.

The National Apprenticeship Service challenged the nation's top apprenticeship employers and apprentices to come forward and show how apprenticeships have made a real difference to them. Now in their twelfth year, the National Apprenticeship Awards are an opportunity to highlight the many success stories and the benefits of apprenticeships.