



Cleaning & Hygiene Supplies

Communication is the key

June 2024



ABM Customer Contact Centre

Your first point of contact to resolve any enquiry will be our dedicated **National Account Support Hub**. They are trained to deal efficiently with your query efficiently and get you the support you need, fast!

Providing support for all enquiries relating to product quality, availability, selection advice, or delivery and website assistance.

Call:

0121 326 8921

Email:

nationalaccountsupporthub@bunzlchs.co.uk

Product & Service Queries:

- Product codes
- Contract prices
- New quotations
- Product availability
- Delivery enquiries
- Datasheets (inc. MSDS)
- General product enquiries



Regional Key Account Managers

Our dedicated team of regional Key Account Managers (KAM's) supports your business.

KAMs are based throughout the country and will support you locally with the day-to-day running of the contract, including training and routinely visiting your individual sites.

Our team of KAMs are BICSc trained and are focused on adding value and providing guidance on how to best use cleaning products and consumables.

KEY RESPONSIBILITIES:

- Day-to-day contact with all site representatives.
- Training and development for site personnel.
- Management support for Site Managers/Supervisors.
- Driving continuous improvement and added value throughout the contract term.
- Providing MI reporting at the local and regional level.
- Conducting inspections and audits of sites, ensuring compliance.



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