



22 March 2016

National Telephonists' Day raises over £1000 for charity

Rapport, the exceptional guest services provider, part of Compass Group UK & Ireland, and ComXo, the professional service sector switchboard specialist, raised £1140 for Action on Hearing Loss as part of their fundraising activity on National Telephonists' Day.

National Telephonists' Day took place on 10 March 2016 and companies across the UK recognised the work of their telephonists in many different ways. The day marks the anniversary of the first ever telephone call made by Alexander Graham Bell in 1876.

To celebrate the initiative, Rapport and ComXo carried out a range of activities, across their client sites, from competitions to submit a tongue twister, a telephone themed poetry competition on Facebook, prize-giving's to reward Ambassadors, plus many more team celebrations. Members of Action on Hearing Loss came and spoke to the teams at Rapport and ComXo, as well as got involved in the day. In the evening the day was finished with a social event which was attended by over 140 of Rapport's Ambassadors.

Greg Mace, Managing Director of Rapport and his executive team all headed back to work 'on the floor' for the day at some of Rapport's prestigious client offices in London whilst Andrew Try, Managing Director of ComXo visited client sites and supported the night team at the ComXo offices.

Greg Mace Managing Director of Rapport commented:

"We are delighted to have raised over £1000 for Action for Hearing Loss on National Telephonists' Day. The day is a great way to shine a spotlight on those staff that often have less visibility in the business, but play an essential role. Whether it be manning a switchboard, dealing with enquiries or managing room bookings, these individuals are often responsible for providing a seamless and professional service to guests or clients that should not be overlooked.

"This was the third National Telephonists' Day and it was fantastic to see even greater numbers of companies getting involved than ever before. Partnering with Action on Hearing Loss brought an added dimension to the day. Rapport matched every £1 that was raised across our client sites, as part of our commitment to this important charity. We are already looking forward to National Telephonists' Day in 2017!"

Andrews Try, Managing Director of ComXo commented:

"At the heart of everything we do are our telephonists, and National Telephonists' Day was designed to show our appreciation for the vital role they play in ours and our clients organisations. I am especially pleased to see how many companies took part in the celebrations this year, be it baking for their switchboard teams or sharing their team photograph on Facebook; we're delighted that so many global companies recognise the uniquely challenging nature of the role.

Meeting and hearing from the Action on Hearing Loss team was a great addition to the day and we're thrilled that we were able to support such a worthwhile cause. Planning for 2017 is already underway at ComXo and next year we aim to make celebrations bigger and better!"

ENDS

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National Telephonists' Day on social media:

- Facebook profile: <https://www.facebook.com/NationalTelephonistsDay2015>
- Twitter handle: <https://twitter.com/NTDMarch10>

About Rapport

Rapport Guest Services is the UK's leading provider of high quality front and back of house Guest Services, such as in-house telephony services on client receptions and switchboards as well as more traditional reception services. Rapport is part of Compass Group UK & Ireland, the world's leading food and support services company. For more information about Rapport, please visit www.rapport.eu.com.

About ComXo

ComXo are the voice of 200+ professional service firms across the City of London and beyond. Experts in delivering an exceptional client experience at the first point of contact, 24seven365 and multi-lingual. Skilled operators assisted by world-class technology provide bespoke switchboard services, fit for the 21st Century global law firm. With more than 40 top 100 law firms among their clients, and relationships stretching back 15 years, they have developed in-depth knowledge of the legal sector.

About Action on Hearing Loss

- Action on Hearing Loss is a national charity that helps people to confront deafness, tinnitus and hearing loss to live the life they choose. Action on Hearing Loss enables them to take control of their lives and remove the barriers in their way. Action on Hearing Loss gives people support and care, develop technology and treatments, and campaign for equality.
- Contact for media enquiries : Julia Maillebiau, PR Manager, telephone: 020 7296 8388 / 07944 038635; email: julia.maillebiau@hearingloss.org.uk
- For further information about Action on Hearing Loss or to become a member, visit www.actiononhearingloss.org.uk, contact the Action on Hearing Loss Information Line on 0808 808 0123 (Freephone) or 0808 808 9000 (text phone) or email: informationline@hearingloss.org.uk

Compass Group UK & Ireland

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Across the UK & Ireland, our operations span from more than 15,000 sites and include workplaces, famous sports and leisure venues, schools, hospitals, oil rigs and remote locations with much more in between. We employ approximately 60,000 people and every day we serve millions of customers, provide services at hundreds of office buildings, clean thousands of square miles and protect tens of thousands of people.

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