

Press Release

7th March 2017

ComXo and Rapport call on organisations to celebrate their professional telephonists

[Rapport](#), Compass Group UK & Ireland's guest services business, is teaming with [ComXo](#), the professional service sector switchboard specialist, to celebrate the work done by professional telephonists on [National Telephonists' Day](#) – Friday 10th March 2017.

Rapport and ComXo are calling on organisations and individuals to engage with their employees and colleagues, taking the opportunity to recognise the work of telephonists and shining a light on these team members who often go unnoticed. This year's celebration will be the fourth National Telephonists' Day and the event marks the anniversary of the first ever telephone call made by Alexander Graham Bell in 1876.

To celebrate the initiative, Rapport and ComXo are planning activities, including a bake off judged by Mark Tilling, Master Chocolatier and winner of Bake Off 'Crème de la Crème', a telephone themed poetry competition in which the winners will be awarded afternoon tea for two, plus many more team celebrations. Greg Mace, Managing Director of Rapport will be heading 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 will be visiting client sites and supporting the night team at the ComXo offices.

Greg Mace, Managing Director of Rapport, commented: "We are really looking forward to the fourth National Telephonists' Day, enabling us to once again celebrate the great work our call services teams do and helping to raise their profile within our operations.

"As well as engaging our call services teams, we hope the event will help them to build an even closer rapport with their colleagues in our Reception and Front of House teams. This helps us provide a seamless service for our clients and their guests. I am looking forward to working alongside our team members who are perhaps not as visible as our frontline receptionists but are an equally important part of our family and critical to our continued success."

Andrew Try, Managing Director of ComXo, commented: "We are so pleased that after the inauguration of the National Telephonists' Day four years ago, we now have reached a real momentum with many businesses from across the City of London and beyond participating and celebrating their unsung heroes which are those corporate telephonists' whose hard work and professionalism often goes otherwise unrecognised. I am even more delighted that in this 4th year of celebrations the ComXo team of operators have been awarded the highest accolade for their services 8 years running, the **Platinum Award for Exceptional Switchboard Services**. The accolade is judged and awarded by Genesis Communications, a company specialising in telephone call monitoring and mystery shopping of professional services across the UK. Once again I will be

undertaking a 24 hour shift with our telephonists teams both in Windsor and across the City of London, to celebrate their success with them, making the 10th March a day to remember!"

-Ends-

For more information contact:

Charlotte Stack, ComXo

T: 01753 710 430

E: ntd@comxo.com

OR

uk.communications@compass-group.co.uk

01895 554 999

www.nationaltelephonistsday.com

National Telephonists' Day on social media:

- Facebook profile: <https://www.facebook.com/Nationaltelephonistsday/>
- Twitter handle: @NatTelephonDay

About Rapport

Rapport is an award winning provider of high quality front of and back of house Guest Services. Rapport's fully managed offer includes reception, concierge, client meeting room management, switchboard and other call services. The brand's ethos is based on creating rapport with clients and their guests from the outset, leaving them with the perfect impression every time.

For more information about Rapport please visit: www.rapport.eu.com

Rapport is part of Compass Group UK & Ireland.

About ComXo

ComXo are the leading provider of managed communication services around the function of switchboard to the professional service sector in the City of London. Our 24 hour highly skilled and specifically trained switchboard operators are the guardians of the first impression of your business. Every time the phone rings we protect our customers' brand and provide a range of value added executive desk services that enable and support our customer's workforce wherever they are in the world at any time of day or night. For more information about ComXo please visit www.comxo.com.