

KBB National Training Group to Launch New Skills Academy in June 2009



The Skills Academy is a brand new concept from the KBB NTG with its primary focus on developing product knowledge and skill levels for both those currently working within the industry as well as new entrants.

The Academy will give individuals access to regional one day masterclasses delivered by industry experts, these will be NTG accredited CPD (Continual Professional Development) courses. The masterclasses will focus on up to date trends, styles, technology and innovation as well current compliance.

A full portfolio of courses will support the masterclasses in an effort to offer an ongoing comprehensive training and education program.



Look out for the launch date and venue in June's kbbreview. In the meantime, to find out more about the masterclasses or how to become an academy partner please call: Renée Mascari on 0115 984 3912 or 07921 179104.

Business awards

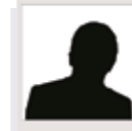
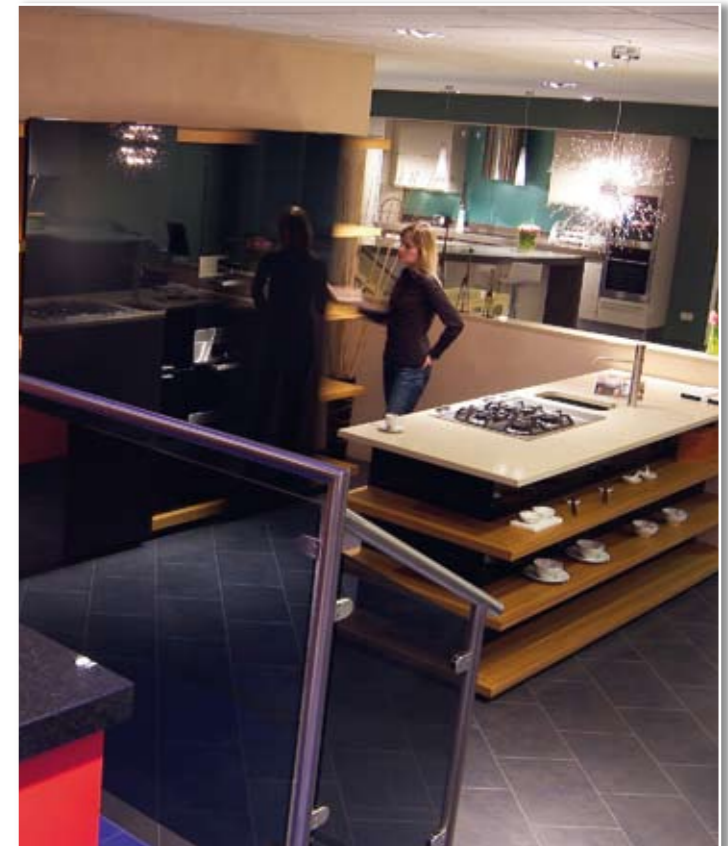


The Customer Service Awards are chosen by kbbreview's famous Mystery Shopper. Out of the dozens of showrooms he visits throughout the year he picks his favourites, and the eventual winner, for this prestigious accolade.

"Stepping into this showroom was like stepping into a glossy brochure. Soft background lighting allowed each display to be highlighted by its own cluster of spotlights, while quality flooring and a tidy reception area with comfortable leather sofas all added to the sophisticated image. The displays of Linea Quattro and Schmidt kitchens were spotless and well propped. I was admiring a red lacquer kitchen when Gordon Cumming approached me. I explained that I was looking for a modern kitchen so Gordon walked me round the displays pointing out various worktop options, storage

solutions and appliances as we went. He made several helpful suggestions about how I could combine different colours and finishes. "Remember we are designing this for you," he said. "Tap into our expertise and together we can create exactly what you want."

The Kitchen Consultants showroom has been in existence for 25 years and service is key to that longevity as design manager, Sue Humphries explains: "We believe that when customers leave they should always feel that we were courteous and that they were well looked after."



Mystery Shopper's conclusion

An aspirational showroom with exceptionally confident presentation

Finalists

City Kitchen Centre, Palace Street, Canterbury



City Kitchen Centre has been in business since 1979 and is run by husband and wife team Malcolm and Melanie Collins. "I think our strength is our ability to talk to customers as human beings," says Malcolm.

Mystery Shopper comments:

Melanie and Malcolm's personal approach is irresistible

Anglia Kitchens, Gloster Road, Ipswich



Anglia Kitchens is a family firm founded in 1968 by cabinet maker Roy Barr. Roy's son Daniel joined the family business 22 years ago and when Roy retired took over the reins with wife Claire.

Mystery Shopper comments:

This showroom was well propped, well lit, and a pleasure to wander round.

The Chapel Kitchen Centre, Navigation Road, Chelmsford



The man behind the Chapel Kitchen Centre, Richard Knight, is a true ambassador for his business and is confident of the showroom's reputation, "We have a passion for what we do."

Mystery Shopper comments:

A really impressive sale. Richard's confidence in his business is infectious



For full entries from both winners and finalists see www.kbbreview.com