

## **PRESS RELEASE**

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### **Terry Irwin presents WOW! team award at 2011 gala**

**The Department of Nuclear Medicine, Medway NHS Foundation Trust, received the WOW! What a Team 2011 award from TCii Managing Director Terry Irwin at the WOW! Awards gala ceremony.**

London, 9 November 2011 – On 8 November at a gala ceremony at the Stevenage Arts and Leisure Centre, attended by over 250 people, TCii CEO Terry Irwin presented the WOW! What a Team 2011 award to the Department of Nuclear Medicine – Medway NHS Foundation Trust.

In October Terry had served on the judging panel for this award, which goes to the centre or department that has demonstrated the greatest commitment to customer service – in particular, showing initiative, creativity and innovation.

“The members of the winning team clearly felt proud to work with one another, and the ‘customer’ is very much at the heart of everything they do,” says Terry. “And it’s not just about treating the patient – it’s the whole family.”

#### **Rigorous judging process**

Since 1999 the prestigious WOW! Awards have recognised the UK’s best customer service providers, all of whom are nominated by customers.

During the two-day rigorous judging process, the shortlisted finalists are invited to make a personal presentation to an independent panel of expert judges, made up of some of the UK’s leading customer service professionals, consultants and sponsor representatives.

This year has seen the addition of an international award, which was won this year by Green Bay Police in Wisconsin, USA.

Other 2011 category winners included:

- Sobell Rhodes (Small Business, Big WOW!)
- Cadbury (Serving Consumers: Best Business)
- Homes for Haringey (Serving the Community: Best Organisation)
- Tower 42 (Serving Other Businesses: Best Organisation)
- LEGOLAND Windsor (Best Leisure Provider)

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## **Background information**

TCii Strategic and Management Consultants provides strategic advice and practical support to privately owned companies and results-driven strategic advice to larger businesses. It has a worldwide client base drawn from numerous industry sectors. TCii also offers expert presentations on a wide range of business topics for conferences and seminars worldwide.

The WOW! Awards for outstanding customer service are organised by The WOW! Group, led by motivational speaker Derek Williams. The awards were created to “recognise, promote and honour excellence, professionalism and outstanding achievement in the customer service profession, which in turn promotes company morale, retention and a sense of feeling wanted from within an organisation, no matter what level”.

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

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