

pressrelease

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APCOA PARKING SCOOPS THREE OF SEVEN MAJOR AWARDS AT THE BAA SPARK AWARDS

APCOA Parking has won three major awards and received nominations in six of the seven categories at the British Airports Authority (BAA) SPARK Awards ceremony, held at London's Waldorf Hilton.

The three awards went to Heathrow-based bus driver Kevin Jordan for Most Outstanding Contribution to the Business, Gatwick-based Senior Receptionist Laura Penfold for Best Individual Customer Service and to APCOA Parking itself for Best Car Park Operator in the UK.

Kevin Jordan was chosen from hundreds of nominations by airport customers. A Heathrow based bus driver for 11 years, Kevin was nominated by APCOA customers for his exceptional service.

"I always try to help as many people as I can while I'm on my route. I take great pride in my work and endeavour to keep abreast of any information updates that will assist in the smooth running of my customers' journeys," says Kevin.

Laura Penfold, senior APCOA receptionist at Gatwick's Summer Special car park, was commended for her professionalism and exceptional service to BAA customers. When on duty on one particular night in January, she kept the car park running manually when it was hit by a major power cut.

"It was about 3am on a freezing January night when everything including our whole computer system went down. Dozens of people were checking-in their cars at the car park before going on holiday. We took the decision to set up desks in the open air, turned on the headlights on two of our buses so that we could see to read and write, and did everything manually with pens and paper. All of our customers were very understanding and grateful, and nobody was late for their flight," says Laura.

The judging panel for the awards was made up of representatives of the BAA's Retail Travel Services, Airport Location and Market Research teams.

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Designed to motivate and reward the excellent standards of customer service provided by BAA's business partners at its airport car parks, the winners all received a trophy and cheque for £1,000. The ceremony had a host of VIP present on the night including guest speaker, BBC TV Top Gear presenter, Richard Hammond.