

Your Red Nose Day photo album

How you helped Comic Relief's Red Nose Day telethon...in pictures. Please let your staff know that all of these pages will be on our web site. Go to www.call-centre-europe.com, click on features and select issue No. 91. If you would like free pdfs for your own use, please email editor@call-centre-europe.com. And if your call centre is taking part in future telethons, please email the same address to be featured in Call Centre Europe



The **Autoglass** call centre, based at the company's HQ in **Bedford**, was staffed by 120 volunteers who took 3,300 calls, resulting in donations worth £120,000. They included two characters from the company's TV commercials. During the day, there were pirate themed celebrations and fund-raising activities, including a treasure hunt, sponsored chest waxing, a pirate penalty shoot-out and a "sea splash" in which staff hurled wet sponges at senior managers. In addition, the company donated £1 for every joke posted on its Facebook site.

Matthew Mycock, managing director, said: "It's always an honour to play an important role for such a deserved cause... Our team are passionate about the charity and their donation of spare time to the cause is second-to-none. It's also very encouraging that the nation has been so generous again this year. The impressive level of donations really made for a buzzing atmosphere at the call centre, not to mention a fun-fuelled night!"

Pictured - Mr Mycock (right), managing director of Belron UK, which trades as Autoglass and Laddaw, and Nigel Howard, pay and rewards manager; shoot-out: Bill Kalyan, head of customer contact centres, and Tim McKeegan, team leader.



Four hundred staff at the four call centres in the business services sector of **Balfour Beatty WorkPlace** who answer calls for the Department for Work and Pensions held a number of events to raise money. Diane O'Brien, Call Centre Director, said it was a great opportunity for the teams to have some fun whilst raising money for such an important cause.

The **Blackpool** team, which raised £275, activities included a "strike pose sweepstake" and donations of £1 to wear pyjamas to work. In **Cardiff** (£248), events included sponsoring the manager, Claire Beresford, to attempt to pronounce difficult Welsh place names adjudicated by fluent Welsh speaker Shane Davies. Events in **Glasgow** (£315) included a "guess the baby" competition...and the team arrived for work dressed in red. And in **Watford** (£102), staff dressed down, and John Todd, workflow coordinator, and Roland Hempel, assistant workflow, dressed as nuns to go about the office collecting money.

Pictured - in pyjamas in Blackpool, from left (all agents unless mentioned): Vanessa Threlfall, Philippa Eaves, Nicola Braddock, Dale Smith, Veronica Ashton, Vicky Coupland, Leanne Rees, team manager, Katie Crookall, Russell Williams, Joanna Morgan, team manager, Marianne Lawson, Zoie Aldridge, Corinne Smith, Sophie Plows, Karen Smith, Bobby Rawlings, Pat Kelly, Gemma Crookall, Claire Newbery, Sam Harding, Jessica Lund, Katie Campbell and Ann Thompson; Ms Beresford receives her fundraising certificate with agents Steve DeBono (black wig) and Shane Davies.

For the third consecutive year, volunteers at **Bank of America Europe Card Services, Chester**, handled calls. Nearly 3,000 callers donated a total of approaching £100,000. Ian Craig, customer service and channel fulfilment executive, said: "Our volunteers are passionate about giving back to the community and provide support for a number of different charities. We're very proud supporters of Comic Relief..." Fundraising efforts by staff raised a further £2,300.

Pictured - from left: Sharon Egerton, customer service unit manager, Donna Seal, change manager, Kirstie Sneyd, operations consultant, Suzanne Reece, learning manager, Andy Gramell, complaints prevention manager, Stuart Jenkinson, risk operations unit manager, Jennie Hancox, business support lead 1, Claire



Hughes, operations team manager, Kate Potter, business support lead 1, Mike Drake, customer and client infrastructure technician, Lynn Smith, data and video consultant, and Lee Williams, business support lead 1.

British Telecom coordinated the telethon and many of the company's sites were involved in fundraising.

At **Doncaster**, 176 volunteers took 5,300 calls resulting in donations worth £110,000. Staff raised a further £2,511 with events which included a sponsored silence for Giedre Lopez, offline manager, a Guitar Hero competition and a visit from BT's comic camel, Humphrey, to raise awareness of the celebrity trek across Kenya, dressing up and fun for all. Simon Collier, site director, said: "I was amazed at how generous the BT people at Doncaster were on the day, both in the time they committed to get all the events up and running, as well as what they personally donated."

Staff at **Sheffield** joined forces with PlusNet, a BT subsidiary, and 130 volunteers took nearly £95,000 from 2,835 calls. The BT camel, Camela, collected donations in the building and around the city.

Some of the other participating sites: **Belfast, Blackburn, Cardiff, Glasgow, Newcastle and Warrington**

Pictured - Simon Collier, site director of BT Doncaster; Doncaster managers as nuns (from left): Becky Couch, Dan Dean, Amy Garrett, Sam Murray and Sam Harris



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