



MASTERS GROUP

- WINS -



2006 EUROPEAN OFFICE PRODUCTS

VENDOR OF THE YEAR AWARD



The Mysterious Supporter.....

Being informed in December by OPI, that **Masters Group** had made it through to the finals of the “European Vendor of the Year Award for 2006”, was a great delight and surprise made all the more enjoyable because we had **not** made the submission ourselves our entry had in fact been made on our behalf by a loyal customer – the judging panel refused to tell us who had made the recommendation, and to this day we still do not know (for sure) to whom we should show our appreciation.....So I hope that our mystery Supporter is reading this, and whether you decide to tell me who you are or not - I would like to say on behalf of my entire team : a huge **Thank You**, for recognising in such a public and positive manner what we at **Masters** do for you..... and hopefully all of our customers

As you will by now realise, we went on to win the “**European Vendor of the Year Award 2006**” and I have the hangover and bar bills to prove it - along with the very fine trophy which sits proudly in our reception, alongside the other customer and Industry accolades which we have received during the past few years.

I would also like to thank all of those many friends who joined with us in Frankfurt to celebrate our win - it was the best part of the evening!!!!

Derek Rogers
Chairman & Managing Director

Customer Focus, Vendor of the Year - next the World!!!

This is the second EOP Award we have won in the past 3 years – in 2003 we secured the award for **Customer Focus**, and as the Director responsible for the Masters Customer Service team I immediately claimed full credit for the win....why wouldn't I?? On this occasion though I must admit every member of our fantastic team deserves full credit for this spectacular win..... **we always knew they were the best - now it's official!!!**

Tracey Pearce
Corporate Sales Director

Quality and Growth a contradiction?

For most businesses Growing the sales line and maintaining a reputation for great Quality are not achievements that tend to go hand in hand.

However, it is possible, at Masters, as well as growing our sales by over 300% in the past few years we have, successfully launched the Spaceworx range, added over 100 new business luggage lines, worked with several clients on own brand ranges, sold into the high street, increased our International coverage to 14 countries and moved into new premises.....

As far as Quality is concerned in addition to the 2 EOP Awards we have won the:

O2O - Supplier Partnership Award

Lyreco UK Best Vendor Award

Staples UK Supplier of the Year Award

Growth and Quality like this only happens with great people – and at Masters we have the **VERY BEST!!!**

Tim Bonnett
Group Sales Director.

The Customer really is King.

Yes I am in charge of finance and yes I do mean it when I say the Customer is King. You need to have a pretty strong customer culture running through a business for it to penetrate as far finance...at Masters we have that and more, that is the reason I believe that we have won this important award. My finance and operations teams are as much a part of the customer service chain as the sales guys.. We don't talk about service we truly live it...

Will Price
Group Finance Director