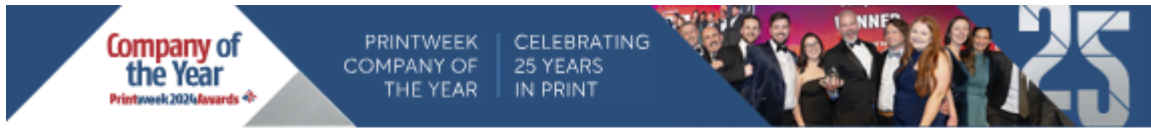


My Somerset Life

A diary by Brian Snellgrove

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The best service I have received in many a long year



What are you looking for?

I had a recent order for a printed color leaflet which I received yesterday and all did not seem right with it so I decided to approach the printing company to get redress in other words I wanted the job done again. This is an exact record of what happened today Thursday 22 August 2024 and why my opinion of the company remains at a high level

08:45 – I ‘spoke’ to the firm’s bot that is on duty 24 hours a day and said that I wanted the job reprinted and the bot said that this was probably a job requiring the human touch.

08:55 – the bot (or was it a live person?) replied to my email address asking me to confirm the job number and send images. It said thank you for reaching out, I am sorry to hear of this

09:05 – a human reached out to me saying ‘thank you for contacting us. I am very sorry this happened. Can you send me an image of the printer received so I can investigate this for you? Kind regards,

09:09 – I photographed the leaflet and sent it to them

09:18 – i received a reply saying ‘thank you for the image. I do agree that the color is not acceptable representation of the artwork. I would like to reprint this. Are you happy to

proceed?'

09:25 – I wrote back saying yes thanks

09:31 – I then received a reprint confirmation " further to our conversation we have arranged for your job to be reprinted for delivery on 23rd August 2024 (that is next day). This will have a new job reference of434**** please quote this in all future communications.

Please do not hesitate to contact me if you have any further queries.Kind regards

This transaction made my day. If people would work with their customers and not regard the customers as a nuisance the world would be such a different place. I feel the same about Wetherspoons, the pub chain.

So well done Solopress.com you have a loyal customer for life. I should add that I first had dealings with them 1 May 2017 so I am not a new customer and this was the first significant problem I have had

PS The next day I received the revised printing and surprise surprise they gave me as a bonus double the quantity that I ordered. That's how to keep customers happy. They are investing £3.4m in new plant to keep up with demand.

I was motivated to read some of the reviews by their staff. These are from uk.indeed.com

Good managers, friendly and professional coworkers. The environment was safe and clean. Music and phones are allowed on site. Work could be high pressure but good support was always given. Decent environment overall

I've been working at Solopress as a Workflow Specialist, and my experience has been great. In my role, I focus on utilising various systems to automate repetitive tasks and streamline the work through to print. This not only enhances efficiency but also ensures a smooth and seamless process from start to finish.

One of the notable aspects of working at Solopress is the fantastic company atmosphere. The environment is very supportive, and the team has a great sense of camaraderie. Everyone is committed to working together towards common goals, creating a cohesive and motivating workplace.

The support from management and colleagues is excellent, whether it's providing resources, offering guidance, or simply being available for a chat.

Solopress is an excellent workplace, especially if you're looking for a collaborative and supportive environment. I highly recommend it to anyone seeking a fulfilling and dynamic workplace.

I like working at Solopress in the factory. My job as a print finisher is good, and I'm learning new things. The people I work with are friendly, and we help each other.

Solopress has gotten better since they joined. They got new machines and made things work faster, which is cool. The bosses care about making things good.

I got good training here, and it helps me do my job better. The work is interesting, and I feel happy when we finish making things.

Overall, Solopress is a good place to work. It's improving, and I like being part of it.

So, everyone, take note. You either offer a service or you do not. If you do then put your whole heart and soul into it. Be of service to others. (the clue lies in the title). If you don't enjoy it find someone else to take over.

xx Brian, Editor

My Somerset Life by Brian Snellgrove

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