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Customer services top of the agenda for Oakland International

Oakland International has promoted Lynsey McIntosh to the post of Customer Services Manager heading up a new Customer Services Division within Oakland's expanding Midlands based multi temperature controlled storage and distribution operation.

In her new role, Lynsey will join the senior management team working closely with all departments to create a cohesive customer service focus, able to react quickly, offer flexibility and wholly committed to customer account support.

Living in Redditch and having joined the company in 2006, Lynsey is an established member of the Oakland team. "I am very excited about my new role. Having spent almost all of my time at Oakland within the Stock Control Department I now have the knowledge and experience to add value to this new department," said Lynsey. "Our customers are our most important asset, and with the introduction of Oakland's new autonomous Customer Service Department, we will provide an enhanced first class service, well above expectations."



Adding further: "My personal development through Oakland proves the company's commitment to its people, and determination to promote from within. I am extremely pleased to be part of the Oakland team."

Operations Director, Paul Ziolek, commented: "Lynsey's appointment is truly deserved. Known for her commitment, dedication and positive approach, her new position as head of Customer Services is viewed as pivotal to Oakland's ongoing commercial success."

Lynsey's promotion is one of a number of strategic changes Oakland has made to its senior management team over this last year demonstrating a determination to power ever forward.

Oakland's newly created customer services department is a key strategy in 2009 to support and expand their UK, Irish and international client base.

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Image: Oakland International's newly appointed Customer Services Manager, Lynsey McIntosh.

NOTES FOR EDITORS:

Oakland is an ethical and environmentally aware employer operating a longstanding policy of employee progression, training and community integration and commitment to green initiatives and the wider environment. All employees are actively encouraged to take up vocational training in distribution, warehousing and storage, customer services, business and administration, team leadership and information technology.

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