



NEWS

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LAUNDRY, WET/DRY CLEANING & TEXTILE SPECIALISTS

CONTACT US



01993 709987

Emergencies—07827 316405

Or e-mail:

General enquiries

office@countytexiles.com

Sales

sales@countytexiles.com

Accounts

accounts@countytexiles.com

Mike Doyle

michael.doyle@countytexiles.com

Sarah Paris

sarah.paris@countytexiles.com

- **Are your contact details up-to-date with us?**
- **Its key to fast, correct communication getting to the right people.**
- **Contact sheets attached, let us know if anything has changed.**



Please extend a warm welcome to Angela as she joins our office team. We are committed to delivering the support and responsiveness that you both need and deserve. Amidst everyone's busiest months, we strive to furnish you with timely information to mitigate any delays, challenges, or stressful situations. Forward planning is essential, and to bolster our efforts, we have expanded our team. Feel free to reach out to any member listed on the attached contact sheet, and they will assist you to the best of their abilities. Rest assured, if they don't have an immediate answer, they will procure it and promptly follow up with you. **You can count on our dedication to your needs.**

What a positive year 2023 was for CTS

and we're super excited with what's in store for 2024

As we've been actively engaging with our valued customers, we've been truly touched by the positive feedback we've received regarding the outstanding customer service provided by our exceptional office team, the high quality of work delivered by our dedicated production force, and the professionalism coupled with a personal touch exhibited by our drivers.

While we strive for excellence, we understand that there's always room for improvement. We've taken note of areas where enhancements are necessary and have brought these to the attention of our team. They are diligently considering and implementing necessary changes.

If we haven't had the pleasure of meeting with you yet, please know that you are not forgotten. We value your time, and we will be reaching out during quieter periods of the year. Your input is invaluable in ensuring that our operations run smoothly during busy times.

Coming soon—here's just a couple of things lined up in the next few months that is getting us excited.....

March/April—A new greener way to dry clean. New machinery and new chemicals being invested. More information to follow soon.

May - We're thrilled to announce the addition of a highly experienced dry cleaner and retail entrepreneur to our team. This exciting development promises to bring even more value to our services, ultimately benefiting you, our valued customers. Stay tuned for further details, coming your way soon!

WHAT ELSE WOULD YOU LIKE TO SEE FROM CTS—LET US KNOW

Introducing our revamped Sales and Services Specialist,

Sally! While her previous title as Sales Administrator may not have fully captured her exceptional level of support for both the team and our valued customers, her new role certainly does. Expect regular reminders about ordering new textiles well in advance of busy periods, along with updates on any special promotions we have in store. With Easter just around the corner, don't leave it too late to reach out to Sally for any assistance you may need. And don't forget, there's a fantastic first wash discount of 25% off when you order directly through CTS. Plus, if you find better prices elsewhere, we'll happily price match them. For more information, be sure to ask Sally directly. She's here to ensure you get the best deals and service possible.



Busy summer events—rental summer stocks already being booked

We love organised customers and it's fantastic to see that bookings for our summer rental stocks are already underway. Being well-prepared benefits everyone involved, alleviating unnecessary stress from the equation. After all, life is hectic as it is.

Our aim is to ensure that we have ample stock available for all our customers. We wouldn't want you to miss out because everything's been booked up. By informing us of your additional stock requirements in advance, we can make the necessary arrangements to fulfil your needs. So, don't delay in making your bookings. Secure your stock for your summer events ahead of time to avoid any last-minute rushes or potential extra charges.

Booking in advance not only guarantees that your desired stock is reserved exclusively for you but also offers peace of mind, knowing that everything is sorted well in advance. We understand that plans can change, and we're here to accommodate your needs. Our flexibility allows us to adjust accordingly, ensuring a seamless and worry-free experience for all your upcoming events.

WHAT A FANTASTIC AND BRAVE ADVENTURE FOR ONE OF OUR CUSTOMERS—EVERYONE AT CTS WISHES YOU AND YOUR WIFE WELL, STAY SAFE

On Wed 28th February, Markus Gerber, former head chef of Lady Margaret Hall College Oxford and his wife Rebecca will be turning their long lived dream into reality. He will be swapping his chefs white for lycra as they start pedalling on their trekking bikes towards the other side of the globe to Australia, a cycling journey which will take about a year to do.

Why not follow their journey?, we will be, on:

www.pansandpanniers.com

