

Prestigious GAI accolade for Abloy UK's Roy Buckingham

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Abloy UK is proud to announce Roy Buckingham, Regional Specification Development Manager - London & South East has been given the Customer Focus Award at the new Guild of Architectural Ironmongers (GAI) Community Awards.

As an extension to the GAI Education Awards – now in their 42nd year – the Community Awards celebrate the very best businesses and individuals in the sector, and raise the profile of exceptional commitment, innovation, customer focus, leadership and achievement throughout the architectural ironmongery industry.

In addition to Roy's accolade, Abloy UK had double celebrations as Harjinder Chumber, part of its Technical Product Support team, was awarded his prestigious GAI Diploma at the event too.

Speaking of Roy's reputation within the industry, the judges commented:

"From his early days at Christy Intruder Alarms, Roy honed his customer service skills, eventually moving to Abloy UK. He championed the development of the South-Central hub in order to support GAI members. Roy is always the first to offer help and support to colleagues and more importantly customers, with a high degree of integrity."

"It is clear that Roy always ensures that his customers' needs are exceeded and works hard to make sure that deadlines are met. It came across clearly that he has a passion for his customers and the ironmongery industry. As one nomination said: 'If ever you need help, technical advice, support, or something urgent, Roy is always on hand to deliver'."

Roy added: I am honoured to have won the Customer Focus Award, and although this was not expected but is a welcome recognition. I always aim to provide a first-class service, so it is good to see that my customers feel this is what they receive.

“It should be noted that the team I have behind me at Abloy play a vital role in my achievement, as I often couldn’t provide the service I do without their support. Congratulations to my fellow nominees for this award; Norseal and James Bowden of Codelocks who also should feel very proud of this recognition.”

For further information on products and services available from Abloy UK, visit <https://bit.ly/3AJGWhD> call 01902 364 500, or email info@abloy.co.uk.