

100% of our customers said they weren't fans of percentages, while **110%** of our people agreed and said that perhaps a smile **(55%)**, the odd thank you **(340%)** and a satisfied customer **(450.5%)** were better indicators of problems solved **(99%)** and superior customer service **(101%)**.

And we agree **(One million%)**.

Customer Champion Team Manager £22k + bonus & benefits
Customer Champions £18k + bonus & benefits

So we've taken all that on board and created an entirely new team focused and targeted only on how many customers they can help. We think you'll like it. 100%.

We're looking for positive, driven people with good people and communication skills whose job satisfaction comes from customer satisfaction. Taking ownership of customer problems when they call, we'll give you all the training you need to deliver the solutions. And, if you'd like to lead the team, you'll also need experience of managing people in a customer service environment.

On top of the competitive salary package, you'll enjoy a range of benefits to suit you - from an extra day's holiday on your birthday to private healthcare, childcare vouchers and unique incentives.

To apply, please email your CV to recruitment@cpw.co.uk or call 0870 899 8849 for more information. Please quote XXXXXXXX in your email title.

THE Carphone Warehouse

The sell is that there is no sell.

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Customer Champions £18k + bonus & benefits

These are contact centre opportunities with a very different bottom line; because you won't be targeted on how much cold hard cash you can generate, you'll be measured by how warm and satisfied you can make our customers feel.

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**Our people wear their
underpants on the outside!**

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Championing customers takes a very special kind of person. One who doesn't mind doing what it takes to save the day, even if that's wearing tights or getting changed in a phone box. Sound like anyone you know? Super!

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