

GCA offers 'how to achieve inspection excellence' tips

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Company: GCA



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Cowells Garden Centre

Garden centres that are members of the Garden Centre Association (GCA) are this month being offered expert advice on 'how to achieve inspection excellence' through a series of regional presentations.

The events will take place in six area groups, Wales & West, South Thames, North Thames, Midlands, North West/North East and Scotland/Northern Ireland, from now until the end of the month (February 26).

Iain Wylie, GCA Chief Executive, said: "This is the very first time we have done these presentations and our aim is to help improve standards in GCA member centres while assisting members to achieve the highest possible score in their annual inspections.

"Our four inspectors this year, Liz Hutson, Andy Campbell, Ian Boardman and Roger Crookes, will give the presentations, which will include an explanation as to why we have an inspection process and how it helps improve retailing standards, and on to how better standards lead to greater turnover and profitability.

"The presentations are intended for garden centre managers and their teams. The presentations will not tell members how to run their businesses nor are they just about displays. We value the individuality of all our members and uphold their independence but we also espouse the sharing of best practice and learning from each other to the benefit of all."

The GCA represents nearly 200 garden centres nationwide.

Through sharing information and its inspection programme, the GCA helps members to achieve high standards in customer service, plant quality and reliability.

For further information, please call 0118 930 8918. Alternatively, please visit www.gca.org.uk, log on to www.facebook.com/pages/GardenCentreAssociation or follow the organisation on Twitter at www.twitter.com/GC_Association.