

# Garden Centre Retail

## GCA: garden centres firing on all cylinders

Posted by [GardenCentreRetail](#) on Wednesday, August 19, 2015 · [Leave a Comment](#)



0 [FLARES](#) [Twitter](#) [Facebook](#) [Filament.io](#) Made with [FLARE](#)

The GCA has revealed record numbers of its members receiving ‘highly commended’ awards and ‘awards of merit’ following its annual inspections. This in turn, according to the organisation, has helped to drive standards and profitability.

Iain Wylie, GCA Chief Executive, said: “Our members tell us how beneficial the annual inspections are for them. As they don’t know when the inspections will be held, it means they are always ‘on their toes’ in order to make sure everything is running to the highest level at all times.

“This ensures that customer service and retail standards are always of a high quality throughout the important spring trading period.”

Sixty-three garden centres received the highly commended title, with 150 receiving awards of merit. In order to receive an award of merit, a garden centre needs to reach 80% or above in any given category.

Iain Wylie continued: “It is great to see more of our members receiving these awards, and this is a clear indication that GCA membership is helping centres to improve year-on-year. Being an award-winning garden centre offers assurance to existing customers and helps to attract new customers too.”

