



SAPPHIRE AND GLACIER 'PLANT' CUSTOMER SERVICE ON THE FRONTLINE!

Sharon Plant, receptionist for Sapphire Energy Recovery and Glacier, has been awarded an NVQ Level 2 in Customer Service.

Sharon, who is also the receptionist for Lafarge Cement's Cauldon Works which shares a site with the Sapphire and Glacier businesses, achieved the accolade after completing a series of seven study units in her own time.

She joined Lafarge Cement as the Cauldon Works' receptionist in 1994, and began working for Sapphire in 2001 when the business was created to manage the collection and processing of used tyres in cement kilns. Sharon later took on receptionist duties for the Glacier business which manages research into and collection of substitute fuels and raw materials for the cement industry.

"Achieving an NVQ has given me another string to my bow, and as well as more confidence to handle enquiries from the range of people I get calls from," said Sharon. "It also means I can provide useful back up and more depth to the Sapphire and Glacier customer service teams, which helps us give the best support we can to people wanting to book collections with us."

Sharon achieved her NVQ after tuition and support from Philip Gorst at PBC Associates, a City and Guilds Approved Centre for NVQ delivery across a wide range of qualifications which has been running since 1994.

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