



ADUR & WORTHING Business Awards 2014

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THE CATEGORIES – AND THEIR SPONSORS
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Overall business of the Year
Sponsored by Spofforths



Small Business (up to 10 employees)
Sponsored by Adur & Worthing Business Partnership

Innovation
Sponsored by Electronic Temperature Instruments Ltd



Lifetime Achievement
Sponsored by headline sponsor JSPC Computer Services



Large Business (50-plus employees)
Sponsored by Carpenter Box

Manufacturing & Construction



Customer Service
Sponsored by the Worthing & Adur Chamber of Commerce

Training and Development



Start-up
Sponsored by Adur & Worthing councils



Medium Business (11 to 49 employees)
Sponsored by Wannops LLP

Business Personality
Sponsored by The Martlet Partnership



Outstanding Contribution to the Community
Sponsored by Basepoint Shoreham



Young Achiever
Sponsored by Northbrook College

Green Business
SEE BELOW

Retailer



Hospitality, Tourism and Leisure

Place to Eat

Advisers in great service guarantee

GREAT customer service or your money back – that is the promise of a financial advice firm bidding for success in this year's Adur and Worthing Business Awards.

Highly-regarded financial advisers Investment Solutions Wealth Management has been nominated in the medium business and customer services categories.

Having secured major industry awards in the past 12 months, the firm hopes to continue its high achievement in its local business competition.

Managing director Ivan Lyons said: "Everybody promises good service but very few guarantee it.

"We offer four levels of contract to clients and we guarantee to adhere to it.

"If we don't deliver, we don't take our fees. We put our money where our mouth is."

Established in Worthing in 1988 by Keith Mitchelson, the business became a limited company in 2011.

It has grown significantly in recent years, celebrating its strongest ever performance in 2013, increasing turnover from £964,000 to £1,320,000.

It was also voted as a 'top 100 independent financial adviser company' in the



The investment Solutions team outside its Worthing base

UK' by New Model Adviser, vouchedfor.co.uk top IFA firm in West Sussex and Mr Lyons was named in the top 200 advisers in the country.

"Being chartered, we demonstrate to our clients the highest level of qualifications," Mr Lyons said.

"Less than eight per cent of financial advisers hold the chartered status.

"Investment Solutions is also accredited by The Law Society and is a member of SIFA, so you can be confident that we are working to deliver results in your best

interests and helping you to take control."

The company ingrains its staff with its core 'RESPECT' values – reliability, efficiency, sharing, profitability, education, communication and thinking.

Explaining the final aspect, Mr Lyons said: "I totally focus my thoughts, energy and attention on the successful outcome of whatever I am doing.

"I look for a win-win scenario in everything I do. At all times, I display my pride, prosperity,

competence and personal confidence."

Investment Solutions provides a range of financial advice services, from pensions to estate planning.

Away from its day-to-day business, it raises money for its charity of the year, Starr Trust, picking a new course each calendar year.

For more information about the awards, or to nominate a business or individual in one or more of the categories, visit www.jpsouthevents.co.uk/events/event/adur-worthing-business-awards

Customer service can be vital USP, says Chamber

WORTHING and Adur Chamber of Commerce is the latest business awards sponsor to talk about why it is involved with the process this year. Operations manager Tracie Davey explains all.

WORTHING and Adur Chamber of Commerce is proud to sponsor this year's customer service award – the one criteria that spans all businesses is the quality of their customer service.

Not everyone is driven by price alone and quite often buyers will make a decision on how well they are being looked after, how reliable the company is and how accessible the company is.

In the modern day of online purchasing, everyone expects a quick response, a competitive price and a reliable service.

The competitive edge in the market is often seen to



Chamber chief executive Tina Tilley at the 2013 event

be the quality of customer service that sets a business apart from its competitors.

For local business, there is the opportunity to offer something more difficult to receive and that is a personal service.

This can be face to face, via the telephone or even online communication.

Most businesses use a mix of all these to be effective in the market place. However, the customer experience has to be first class across them all to get repeat business and recommendations.

The Chamber has strongly supported the business awards over the years and we know from past experience

that companies which enter and receive awards tend to understand the value of being recognised in the business community.

We always encourage our members to enter. It's a great opportunity to sit and review your business, and take time to see how others see you.

Whatever you do, be a part of this great event to celebrate the best of business in our area.

■ Sponsorship is still available in a number of categories this year, including green business, retailer of the year and training and development.

For more information about sponsorship packages and the awards, contact Jeanette Hockley by email at jeanette.hockley@jpress.co.uk or by calling 07841 800 401.

ADUR & WORTHING BUSINESS AWARDS 2014
FIND OUT HOW TO GET INVOLVED

For more information on the Adur & Worthing Business Awards 2014, including details of how businesses can get involved as category sponsors, get in touch with Jeanette Hockley – call 07841 800401 or send an email to jeanette.hockley@jpress.co.uk