

# TURNER



<b>Turner Group Company</b>	Turner Hire Drive
<b>Job Title</b>	Branch Manager
<b>Length of Service</b>	Two and a half years
<b>How did you apply for the position?</b>	Through a recruitment agency
<b>What qualifications/experience do you require for your position?</b>	Require management experience and a working knowledge of vehicle rental industry.
<b>Can you outline a typical day</b>	A typical day would be overseeing the rental operations and dealing with customer queries. On a daily base I liaise with colleagues in Credit Control, Cash Office and branch managers in 5 other Turner Hire Drive branches. I am responsible for ensuring we have the necessary fleet available to fulfil the bookings we have within our branch each week.
<b>What do you enjoy most?</b>	I enjoy customer interaction within the branch. As we have lots of regular customers the staff can get to know the customers and their specific vehicle requirements.
<b>What do you like about working for the Turner Group of companies?</b>	All different companies within the group support each other.



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## Turner & Co    Our Values

**Integrity**    Do what it takes to attain customer satisfaction and create long lasting relationships. Honour our commitments and agreements and demonstrate high standards of honesty, accountability, trust, professionalism and ethical behaviour in all our relationships.

**Teamwork**    Work together as a team to successfully reach company goals. Share ideas, skills and resources with fellow employees to help fuel the company and individual growth. Show respect for fellow employees.

**Communication**    Maintain excellent communication with our customers, to enhance the quality of their experience of dealing with us. Provide excellent communication amongst our employees, to help them do their jobs better and to develop the business and themselves as individuals.

**Employee Relations**    Provide a secure and safe working environment, provide development and career opportunities, compensate employees fairly, treat employees with respect and help employees achieve their maximum potential.

**Profitability**    Make money to create a healthy business. Ensure our employees have sustainable job opportunities and guarantee to our customers the long term service and support they deserve.

**Enjoyment**    Enjoy our work through social interaction, freedom of expression, feeling pride through accomplishment and finding success by being the best at what we do.