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Press Release

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CUSTOMERS MORE THAN SATISFIED WITH LINPAC CUSTOMER SERVICE

Market leading fresh food packaging manufacturer, LINPAC, ranks high in the UK Customer Satisfaction Index, according to the latest survey carried out by independent body, the Institute of Customer Service (ICS).

Results from the January survey revealed that LINPAC customers rated the LINPAC Packaging service well above the UK average across 13 sectors, with the business scoring 85.3 per cent.

The UK Customer Satisfaction Index is a national measure of customer satisfaction that draws on data collated via 6-monthly ICS surveys of 42,500 individual customer experiences. The LINPAC score shows an increase on the previous year, with the company achieving consistently high standards year on year.

Louise Glover, UK commercial manager, at LINPAC, said: "We're delighted with the results, which demonstrate our continued commitment to maintaining extremely high customer service standards"

The LINPAC service was highly rated by customers on its speed of response, helpfulness and ease of doing business, with billing and condition of delivered goods also coming out on top.

Louise Glover added, "We're constantly seeking out new ways to deliver an outstanding customer experience in response to evolving customer expectations in a digital age. However, it's fantastic to see customers describing their recent experiences of our service as 'helpful', 'efficient', 'friendly' and 'reliable'. It confirms that we have the fundamental basics in place to drive future service level advancements."

LINPAC is an international market leader in the production of primary fresh food packaging and food service solutions. The LINPAC customer service team's mission



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is to deliver outstanding packaging solutions to customers throughout the world in the retail, catering, food manufacturing and packaging sectors. LINPAC is the most trusted packaging brand in today's market, and operates across a network of 18 manufacturing sites and 23 sales operations servicing 71 countries.

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For further media enquiries, please contact PHD Marketing & Strategy:

Ms. May Norman on may.norman@phdmarketing.co.uk

Mrs. Vicky Zaremba on vicky.zaremba@phdmarketing.co.uk

Tel: +44 1977 708643

Notes to editors

For retailers, packers and food service clients, LINPAC is an international market leader in the production of primary fresh food packaging and food service solutions. We are a multi material technology provider operating across a network of 18 manufacturing sites and 23 sales operations servicing 71 countries. We champion the reduction of food waste by delivering innovative and efficient packaging solutions. With over 40 years of experience in food packaging safety and security, LINPAC is the most trusted brand in today's market.