

CUSTOMER CASE STUDY

Brentwood Primary School, Western Australia
Sharon Hill, Manager, Corporate Services



We're a school of 345 primary school students from K to 6, in a gorgeous little hidden green spot of Perth.

We use Champion for books and stationery. Our children are from many different nations. Some of the parents might not be able to understand what's on the list but they know their child needs something. I never want a child to miss out on education because of a supply of a book. **We're at the forefront of trying to keep parents happy, keep children happy, keep teachers happy, and to make sure things tick along, and Champion supports us in that.**

What Champion does really well is customer service. Whether we ring to speak to our rep or it's about setting up the book list, there is someone there to talk to and they understand school systems and how the school operates. The background knowledge steps forward and we get what we need.

Having a connection with someone you can rely on is important. **What makes a difference for us with Champion is having a rep who is an absolute joy to work with. Approachability, skills and work ethic.**

You can ring him and explain what you need and he drops it in the next day. Processing the booklists keep on getting easier. It's easy, we build it, we control it, we can customise it, I can delegate with staff. The ease of it for us is that it includes contributions and charges, and we can send P&C contributions directly so I'm not double handling money.

As an MCS you need to be able to have good suppliers. I sit on the professional associations for Manager of Corporate Services.

I've used local newsagents at previous schools. Champion deals with the suppliers every day so you bypass the problems. **I can honestly say I've got nothing that I could complain about with Champion, and that's a big call for a supplier to a school. It's that old adage. If it's not broke, why fix it. We stay with what works.**



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Contact the Champion team to discuss your school's needs:
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