

Check out our BIG WINTER OFFERS

December 2011 Issue 04

WILLBOND
Plumbing Centres



Reduce your Christmas and New Year bills with our free Sainsbury's Vouchers

Throughout December and January you can earn Sainsbury's Gift Vouchers on a whole variety of products – right across the plumbing and heating spectrum.

You can redeem the vouchers in all Sainsbury supermarkets and petrol stations AND you can earn NECTAR POINTS at the same time.

IN ADDITION account customers will also earn **BOND POINTS** not just on BOND products, but also the Main Boilers and Henrad radiators in our **BIG WINTER OFFERS** booklet too.

- Offer 01 **£10 voucher** with MAIN Gas Boilers
- Offer 02 **£5 voucher** with DOC M Packs
- Offer 03 **£5 voucher** with BOND Hot Water Towel Rails
- Offer 04 **£5 voucher** with BOND Premium Bar Shower Mixer
- Offer 05 **£5 voucher** with every 5 HENRAD Compact radiators
- Offer 06 **£5 voucher** with every BOND Shower Enclosure & Door
- Offer 07 **£5 voucher** with BOND Vanity Units, Washstands & Cloakroom Units
- Offer 08 **£10 voucher** with selected BOND Bathroom Suites
- Offer 09 **£10/£5 voucher** with Zip water heating products
- Offer 10 **£5 voucher** with other selected BOND Bathroom Suites

All offers are subject to Terms & Conditions in our BIG WINTER OFFERS booklet.

Free
trades

trades in

JANUARY SALE OFFERS

AT WILLBOND BATHROOM CENTRES

Extra discounts and offers will be available on loads of our great bathroom brands including Duravit, Hansgrohe, Utopia, Daryl, Heritage, Jacuzzi and Manhattan making our every day low prices even better value.

See our new displays of beautiful Daryl Torsion shower enclosures and stunning Duravit Ketho bathroom furniture.



We also have some great deals available on ex-display suites in our Nottingham and Derby Bathroom Centres.

You know how it goes... **'Willbond - Where Else!'**

www.willbond.co.uk



Visit our website now and register to receive details of our special offers and newsletters by email. We can also email your invoices and statements if you like.

You say and we will do.

NEW TEAM AT ILKESTON PLUMBING CENTRE

David Kilnan our Manager at Ilkeston branch has reached 65 and opted for a very well deserved retirement after a lifetime in the Merchant industry. Replacing David as Manager Designate is Stephen Humphrey and joining him in the sales team is Dan Uveges who moves across from our West Bridgford branch.

Q&A

with new Ilkeston Plumbing Centre Sales Manager **Stephen Humphrey**



How does it feel to be taking over at Ilkeston Stephen?

Very exciting! Following on from the legend that was Kilnan won't be easy but I am relishing the challenge.

Do you feel qualified to do the job?

Definitely.

I joined Willbond in Radford straight from College as a Sales Trainee in 2002 and since then I've worked in every sales area. I started on the Trade Counter, went into Tele-Sales, then into Contract estimating and then came to Ilkeston to assist Dave. I've lived in Ilkeston for a while too and so I've a real affinity with the place and the people.

Is getting the job a bit of a poisoned chalice in these tough economic times?

I don't think so.

Willbond has a real belief that investment is core to its success and that success comes as a result of long term sustained hard work. The company invested in me as a Sales Trainee 9 years ago and having put me through the business they now believe that I'm the right man for this job.

Although it's undeniably tough out there, Willbond is more than holding its own and I believe that as Ilkeston is still a relatively new branch there's plenty of scope for growth.

Dan Uveges is joining you in the branch – where has he come from?

Dan is a couple of years younger than me and he's another from our Trainee School. Dan joined the business 5 years ago in Radford where he did his Trade Counter apprenticeship before going out to work in sales in our West Bridgford branch. He's done a great job there and I know he'll do a great job for me here.

Dan has his own connections here too as he plays Rugby for Ilkeston RFC.

What are your plans for the branch then Stephen?

Firstly we're having a little makeover to improve the Trade Counter experience and to display more of our brilliant BOND range but then, as our boss says, 'we are going to keep doing our knitting'. This (apparently!) means working hard every day doing the same thing – keeping good stocks, quoting keen prices, delivering on time, keeping your promises. In time, with consistent quality knitting, you'll end up with a great jumper or in our case a great business and that's the goal for Dan, Ivan and me.

Thank you Stephen – and good luck!

As time flies, always look on the bright side



I really do know that I'm getting old now. Not only have I become a grandparent this year to the gorgeous Princess Grace but I'm also now telling everyone that I cannot believe the year has almost gone and that the kids we set on 'yesterday' are now 30 years old Managers.

Actually of course, the opposite is true – beautiful babies and successful young people are inspirational and life affirming. However tough things are they give you a good reason to battle on.

This issue of the 'lost generation' is frightening for all of its implications and I am proud that at Willbond we have managed to recruit a lot of young people in recent years and they are now coming through our business, building good careers for themselves and doing an excellent job for us and our customers.

We will continue to try and recruit despite the Local Authority which has not made things easy by dumping the Parking Levy on us.

The Levy equates to the cost of a Trainee when the time to manage it is factored in and it will surely cost some young Nottingham people the chance of a job in the coming year.

There is little point on dwelling on the current economic situation – what more can be said? Save that throughout 2012 we will continue to focus on value for our customers. So look out for our special offers and sign up on our website to get them emailed to your desk, phone or wherever.

Our current winter deals will help with either food or petrol bills over the festive period and your BOND POINTS credit notes will help to reduce your account payments with us on an ongoing quarterly basis.



If you are not properly into BOND POINTS you should be!

They are worth about 2.5% off your bills and you don't have to do anything to get

BOND POINTS except buy BOND products, Main gas boilers and Henrad radiators. You also get BOND POINTS worth 5% when you recommend your customers to our Bathroom Centres so we are talking serious money here.

Our computer tops up your points and automatically sends you the credit note – there's nothing to fill in and nothing to claim and at the end of the day it amounts to real cash in your pocket so don't miss out.

All of the Willbond Team would like to wish you a very happy Christmas and a successful 2012.

Thanks for your ongoing support.

Managing Director

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Grantham

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Tel: 01476 512 350

Ilkeston

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