



MTR NEWS

Issue 09.

March 2023



Hello everyone, I'm Gabi and run the Buy Back Hub department. I am really proud to say that for the last 6 years now I've been working for MTR. I've been leading the Samsung Trade-In for almost 5 years now and I can confirm it was always

challenging. The volume increased every year making it more difficult for us. The solution was having the right people around me.

No Trade-In is similar to another, challenges are different from one year to another and I admit at first it wasn't easy but as time passed I understood what was asked of me and I was able to reach the targets and even surpass them. In addition, I and the team have had to face unprecedented circumstances, but we have always managed to complete them. The Buy Back Hub team works as an unitary mechanism which makes the process run smoothly and it is able to control new challenges.

I am really grateful to be part of a company which I consider a family and each of them is important in this process. In consequence, the Buy Back team from today makes the work flow smooth and the results are amazing.

Moreover, considering the department and the company are growing, what I wish for is for the team to keep the same connection and synergy.

I am confident that MTR Group is expanding only because of passionate and hardworking people who bring their contribution from Agency Staff and Operative Level to Senior Management and Managing Director.

Of course nothing of this would have been possible without the help and support of my colleagues from other departments and the wonderful people who run this company. Thank you all for the support and guidance that you have shown me throughout my development. And this is not all as I am determined to keep going, keep improving myself and my team and from this day forward, the sky is the limit.

"Each new day is a blank page in the diary of your life. The secret of success is in turning that diary into the best story you possibly can."

— Douglas Pagels

Gabriela

Behind the scenes

We Thank U

We hope you all were impressed with the new benefits shown on the call two weeks ago. The cards have now arrived. Please see Steve if you want to give one out until we receive posters and card holders.

If you have any questions please do not hesitate to ask.

Quarterly Event

We are in the process of getting plans together for the next work event. Ideally aiming for a date in April. Comms will be sent out once we know more.

Contract Offers

Congratulations to Stefan and Cian who have both been offered contracts with MTR. Keep up the great work.

Mobile News Awards

We finished in the TOP 6 of both categories we entered this year "Best Secondary Sales" and "Best Service and Repair"

Staff 15% Discount Code

The staff 15% code for the 4gadgets website is now available. This code expires end of 2023 and is limited to 3 uses per staff member. **MTR_STAFF_15_2023**

Running Club

We have started the running club back up again. This is for all abilities so don't think you have to be a good runner to join. Contact Ben for more info ben.hodgson@mtr.co.uk

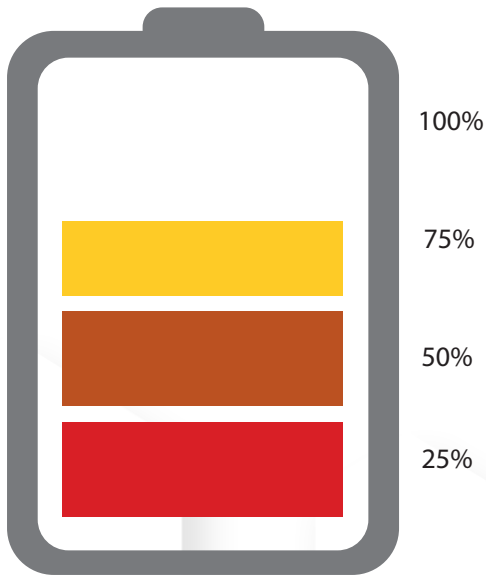
Ultra Marathon

Our Managing Director James is running the London Marathon in April and a Ultra Marathon in September. He will be raising money towards a Charity which we will post details on very soon.

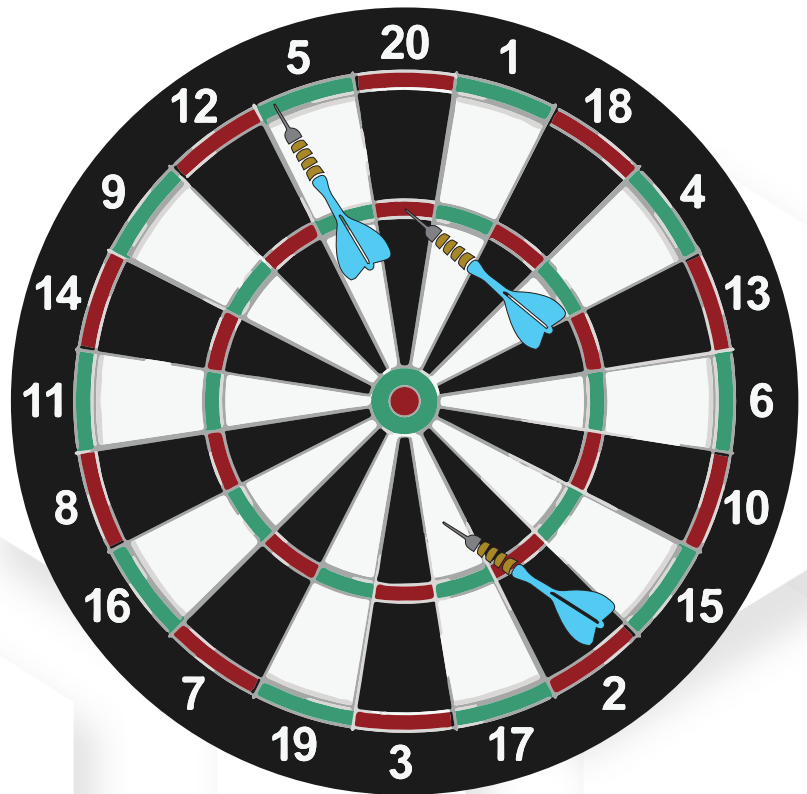
Are you involved in any fund raising or charity events?

Please share this with us to publish here

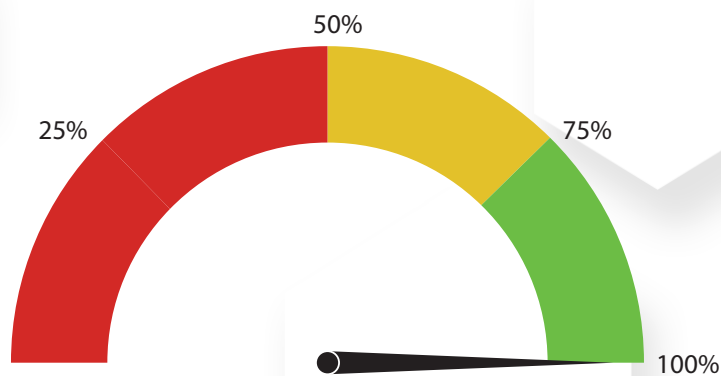




Sales hit 71% of Targets



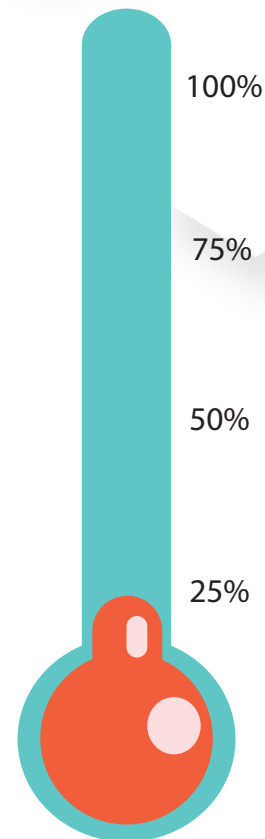
Staging Team acheived 87% of February's Target



Quality control team hit 100% of targets last month



Refurb smashed it going 38% over targets



Enterprise hit 19% of Targets for February

** All figures are from February 2023*



TARGETS



4gadgets broke the scales going 29% over target

23196

Buy-Back-Hub processed 23196 devices across February

Incoming Call

5510

Customer Service answered 5510 calls during February.
An average of 275 calls per day!!



✓ Verified

Excellent service as always

Excellent service as always, the website is well organised to find exactly what you want and the item is delivered very quickly and securely. This is the third time I've bought from 4gadgets and I can highly recommend them.

Date of experience: 01 February 2023



MTR pool league

Games need to start picking up again please so we can confirm a Champion.

Chris is holding out at the top but has close competition from Dan and Liam who could both make a late challenge with 16 possible points left to win

	Name	Played	Win	Lose	Points	PPG
1	Chris Lawrence	19	15	4	49	2.6
2	Mark Healy	20	14	6	48	2.4
3	Ben Hodgson	19	11	8	41	2.2
4	Daniel Donnelly	14	12	2	38	2.7
5	Dom Ferro	21	8	13	37	1.8
6	Steven Savill	19	9	10	37	1.9
7	Liam Wren	14	10	4	34	2.4
8	Alex Tabacaru	15	5	10	25	1.7
9	Lubomir Teres	13	6	7	25	1.9
10	Sam Corderoy	15	4	11	23	1.5
11	Jon Loveday	12	4	8	20	1.7
12	Perry Kennard	17	1	16	19	1.1

Outstanding performers

Goods In team as a whole who have managed to maintain expectations and still deliver on targets all whilst being two or three team members down for the month.

4gadgets team who have achieved their best month to date in terms of sales.
Christabel and Maja who have managed returns, shipping and stock control in this record month as well as Jamie and Andrew who have been kept on their toes shipping the vast amount of orders.

Regrading team who are doing an amazing job keeping on top of the constant demand from them.

Refurb/Repair team have integrated the repair of Grade D into their daily routine and continue to keep on top of other tasks.

Ewa for all of her hard work. She is very organised with her work, always supporting with other duties once reaching her targets and always showing a positive attitude.

Staging team has been great in Matt's absence, Laura took on his tasks as well as her own and kept the team on track with collecting and handing out work for the Datawipers. Brandon has taken on the responsibility of the majority of the Staging requests without help so he has become very efficient. Cara is also smashing it, by going above her daily target almost everyday and has been since she started.

APRIL BIRTHDAYS

Brandon Smith - 4th April

Chris Lawrence - 7th April

Jordan Cook - 11th April

Lukasz Maciejewski - 12th April

Ashley Vaughan - 16th April

Reimo Tugi - 18th April

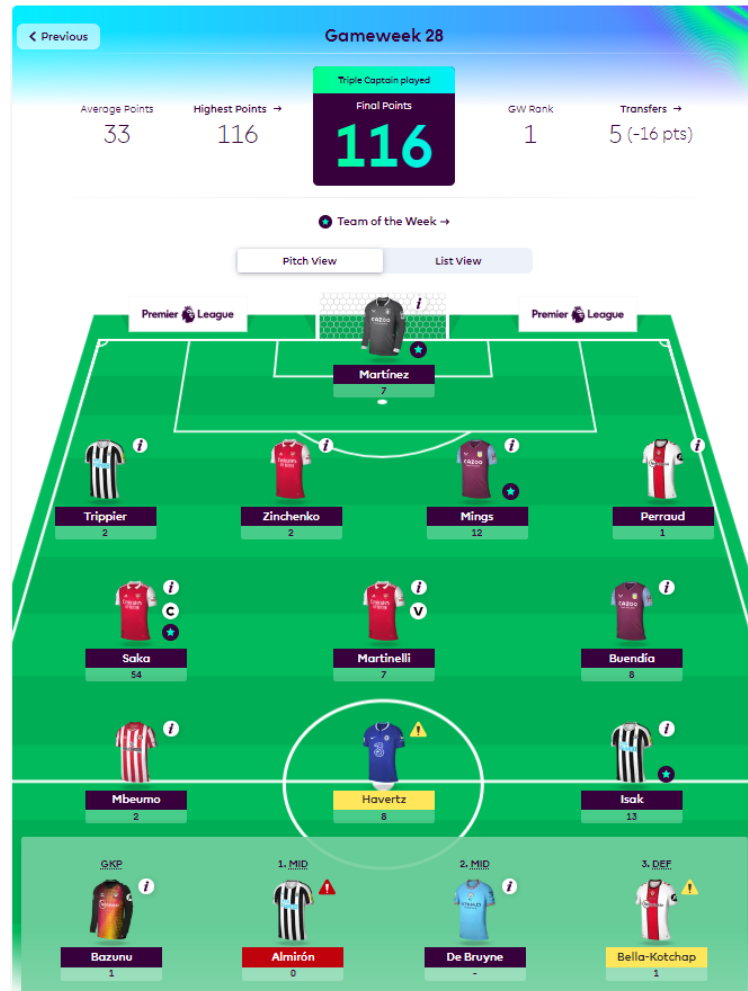
Agnes Juhasz - 30th April



FANTASY PREMIER LEAGUE



Rank		Team & Manager	GW	TOT
1	●	Lubo FC Lubomir Teres	38	1757
2	●	Invincibles XI David Ansell	34	1716
3	●	Cookies XI Jordan Cook	51	1698
4	●	Bolt Eye Wanderers Jon Loveday	54	1694
5	●	Pure Vibes FC Robin Gibbs	57	1685
6	●	Playas Taylor Minton	44	1661
7	●	Nile FC Sami Norine	36	1641
8	●	Hodgson's Hotspurs Ben Hodgson	57	1632
9	●	Conte's Wonderland Dom Ferro	55	1631
10	●	Slug FC Andy Douglass	44	1604
11	●	Fiorentina Turner Matt Fitzgerald	50	1594
12	●	Sonside Rakim Moore	67	1589
13	●	Little Ju's XI Julia Corderoy	27	1571
14	●	Cordys11 Sam Corderoy	34	1516
15	●	Heung Like a Horse Steven Savill	28	1500
16	●	Swinn FC Billy Swinn	22	1423
17	●	6Times Henal Radia	38	1239
18	●	Wren FC Liam Wren	14	1077



Gameweek 29: Sat 1 Apr 11:00

All times are shown in your local time

Saturday 1 April 2023				Monday 3 April 2023			
Man City	12:30	Liverpool		Everton	20:00	Spurs	
Arsenal	15:00	Leeds					
Bournemouth	15:00	Fulham					
Brighton	15:00	Brentford		Bournemouth	19:45	Brighton	
Crystal Palace	15:00	Leicester		Leeds	19:45	Nott'm Forest	
Nott'm Forest	15:00	Wolves		Leicester	19:45	Aston Villa	
Chelsea	17:30	Aston Villa		Chelsea	20:00	Liverpool	
Sunday 2 April 2023				Wednesday 5 April 2023			
West Ham	14:00	Southampton		Man Utd	20:00	Brentford	
Newcastle	16:30	Man Utd		West Ham	20:00	Newcastle	

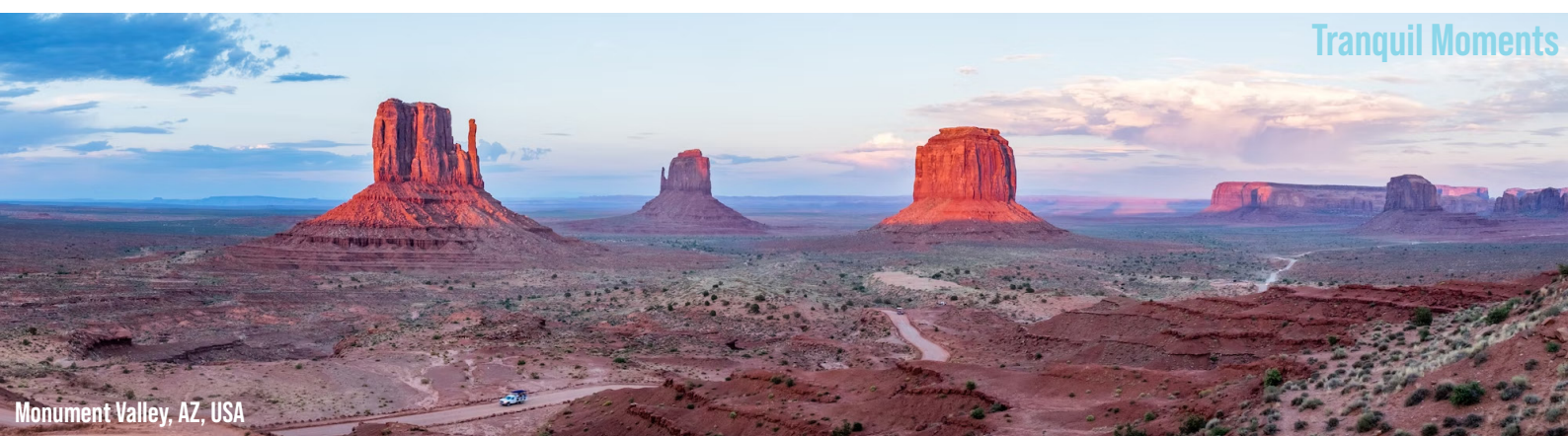
Just 4 Fun

Did you hear about the
claustrophobic astronaut?

He just needed a little
space.

when you get home on Friday
after a rough week and finally get
to relax with your favorite food

"Every sunset is an opportunity
to reset. Every sunrise begins
with new eyes."
- Richie Norton



Tranquil Moments

Monument Valley, AZ, USA



Operations Manager

4gadgets Team Leader

**Customer Services
Team Leader**

Logistics Team Leader

Services Team Leader

Buy-Back Hub Team Leader



Job Descriptions are available in both Unit 10 & 12 Canteens.

To apply for a position. Please email the reporting manager on the description (Jordan or Dom) with your intent to apply.



J E Q I C G E M B E O Q L D N O R C
 T Q N I U E O R H K X O C E A N S E
 R E C O L O G Y I N D U S T R Y R C
 E P H O T O S Y N T H E S I S M E X
 E R D A Z K Q O P P E R G D D L C D
 S I F Q U O W D B L K R E W P U Y I
 K V I K W G H A T T A B G D H A C W
 Y Q W D M D H T T M A N B U U V L O
 U R I V E R S S U E U B E E G C E R
 R C R V E A R T H B R R R T O H E L
 I N S U L A T I O N R E U S E U L D
 M D E U Q V R A D I A T I O N U M X

EARTH
 ECOLOGY
 INDUSTRY
 INSULATION
 OCEANS
 PHOTOSYNTHESIS

PLANET
 RADIATION
 RECYCLE
 REDUCE
 REUSE
 RIVERS

TREES
 WATER
 WORLD

Please send any inspirational photos, quotes, jokes, memes or any other content you would like to see included in the newsletter to steve.savill@mtr.co.uk