



Skills for the Workplace

Module Assignment Submission

Student Name:	Mark Evans
Student Number:	1403013
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Statement of Confirmation of Authenticity

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Title Page

M.E Waste Services



Manager: Mark Evans

Telephone Number: 07903741520

11 Clos Y Ffowndri
Pencoed
Bridgend
CF356UJ

Telephone: 07903741520
Email: mewasteservices@outlook.com
Find me on facebook - ME Waste Services

Executive Summary

M.E Waste Services will offer a convenient, reliable and bespoke service that collects domestic waste from residential areas within the Bridgend County Borough. Since June 2017, residents of the Bridgend Borough have had a limit of only being able to put out two bin bags per fortnight due to the new changes that Bridgend Borough Council made to encourage residents to recycle more. According to Flint (2019), figures show there were 1937 incidents of fly-tipping during 2018, which was the highest it has been in more than a decade. This clearly shows how difficult households have found it limited to one waste bag per week since the changes took place.

M.E Waste Services will target households struggling to keep to their two bag limits per fortnight at an affordable cost. The business will aim to offer affordable and competitive prices. It will also strive on its customer service to ensure that the business builds strong relationships with its clients to tackle any future competition and to build its clientele base continuously. One of the primary key features of this business is that it will provide the bin bags to their customers to prevent customers from purchasing or using their current bin bags provided by their local authority. This is another motive to ensure that they return to use the service again. Another attractive feature is that the business will provide that extra peace of mind to its customers that the waste bags are disposed responsibly and adequately by offering to send a photo to the customer to confirm this. The business will use various ways to market its business; these include leaflet dropping and social media. Social media will be the main channel for advertisement due to this being the trend in which customers interact in today's day and ages. This will also be cost-effective to the business as it will save cost from having to keep purchasing leaflets and resource to advertise. The business will start up without any financial help as the business owner (Mark Evans) will be investing £10,000 of his savings into the business to pay for start-up costs and its resources to start trading.

Business Overview

Owner/Management Details

The business will be owned and controlled by one person and responsible for managing the whole operation. In addition to this, the business owner (Mark Evans) will be responsible for making all its decisions and ensuring all the tasks are completed.

The Legal Status of the Business

The legal business name will be M.E Waste Services and will operate as a sole trader with having one employee working for the business being the owner (Mark Evans). The choice of making the business as a sole trader was due to not needing much paperwork to set up and without having to file the businesses accounts annually to companies house.

Business Contact Details

The business can be reached by various contact methods, such as telephone, email, post, or via social media channels such as Facebook, where most of its marketing will occur.

Telephone: 07903741520

Email: mewasteservices@outlook.com

Facebook – ME Waste Services

Or via post at: 11 Clos Y Ffowndri Pencoed, Bridgend, CF35 6UJ

Business Background/Idea

The business owner does not have much experience or knowledge in running a business before, however he is looking to make a difference and put into place a service that is offered throughout the communities of Bridgend.

As M.E Waste Services primary purpose is to collect and dispose of domestic waste, the business will need to be registered with the Environment Agency.

At M.E Waste Services, it will offer a convenient and flexible service to collect domestic waste bags that are hugely in demand with the number of fly-tipping incidents across the Bridgend County Borough. According to the Bridgend County Borough Council, Local housing strategy (2016-2018), there are 62,462 homes situated in the County Borough that could need this type of service. Therefore, M.E Waste Services will aim to market to all of these homes gradually over time. However, the priority is to get the name heard and be mentioned within the communities. Over time this will gradually build the clientele base via referrals through word of mouth and its social media presence.

The business is aware that although the local authority is trying to encourage households to recycle more, the reality of this is somewhat tricky, especially when there are more prominent families in need to dispose of waste at seasonal times, such as Birthdays, Easter Celebrations and Christmas. In addition, the time, effort, and resources that it takes to recycle can sometimes be forgotten by distractions getting in the way.

Therefore, M.E Waste Services will be ready and on hand to take those calls, messages and emails from those in need to get rid of all those unwanted boxes which are too big to break down and recycle. Another situation could be that households may have more than standard bin bags to dispose of where they have had a sort out of their unwanted items in their home.

Most importantly, since March 2020 households have become occupied more during the week because working from home has become the new trend due to the COVID-19 Pandemic. Therefore, the reality of this has meant that households have to

dispose of more waste. According to Murray (2020) "Since the lockdown it has started burning household recycling after being hit by a massive surge in domestic rubbish and staff absence during the pandemic". This clearly shows a much stronger demand for a service that this business will provide and offer.

Product/Service Details

At M.E Waste Services, The business will be primarily collecting black bags full of domestic waste. However, it will have scope to collect other loose waste such as old unwanted toys, clothing, garden waste and small items, such as general domestic household goods.

The business will also offer to do all the work without the customer needing to do anything. For example, if the waste bags are in the customers' shed, the business owner will look to get these for the customer and load them onto the van to dispose of them. It will also offer the following services:

- A no-obligation quote service to all its customers.
- It will also offer a same-day service where customers can inquire and have their waste picked up that day at a time that suits them at no extra cost.
- One of the business's attractive primary services is that when they collect the waste bags from their customers, they will replace them with new bags ready for their next waste collection.
- They will also guarantee that all waste will be disposed of responsibly and adequately. The business will also offer a confirmation text showing that the waste has been disposed of adequately at the landfill and carried out. The business will offer to send a confirmation photo to the customer once this has been completed.

This service primarily aims to offer a service that will save every household spending hundreds of pounds on skips to get rid of some extra waste that needs to be disposed of. It also provides the communities with the flexibility to dispose of more waste without stress on their two bag limits fortnightly.

The business will charge £2.99 per black bag full of waste and replace the bag. Once the bags have been picked up from the customer, these will then be transported to one of the landfill sites in Bridgend. Upon disposal, the customer will then receive a text along with a photo showing that the waste has been disposed of responsibly and adequately for their peace of mind.

The business will use the following landfill sites to transport its waste to depending on what area it is picking up from.

Locations

There are currently three community recycling centres in Bridgend County Borough. These are in Brynmenyn, Maesteg and Tythegston.

Tythegston

Address: Davies (Bros) Waste, Tythegston, CF32 0NE.



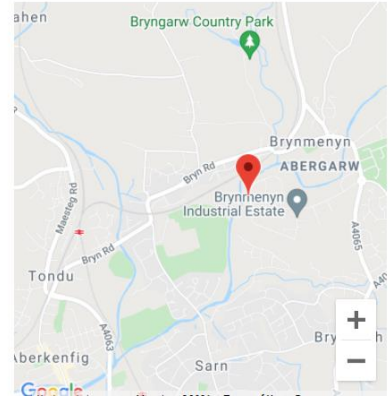
Maesteg

Address: Heol Ty Gwyn Industrial Estate, Maesteg, CF34 0BQ.



Bryncethin

Address: Brynmenyn Industrial Estate, Brynmenyn, CF32 9SZ.



[Community recycling centres - Bridgend CBC](#)

The above sites are the recycling centres and landfills that the business will use to transport its waste to. The above sites are approved and licensed by the local authority to ensure that the waste is disposed of responsibly and safely.

The business will have no set area to focus on daily, offering complete flexibility to its customers. Therefore, customers from all areas can expect a waste service collection in Maesteg or Pencoed. Of course, the business will make sure that they are setting themselves a schedule using a diary to ensure that they are not missing any appointments allowing extra time for travelling.

The business will operate six days a week, Tuesday to Sunday, between 8 am-5 pm. This will enable the business to be open on the weekends to fulfil customers' needs who decide to clear out or have piles of rubbish that needs collecting before starting back to work on Monday. The business will also offer an out of hours service to depend on this service in the evenings. Although the business will not dispose of the same evening waste, the landfill locations will be closed, but the van can be stacked up ready to drop off the following morning. This will offer further flexibility to its customers, meaning they can request this service maybe when they finish work or decide to have a clear out in the evening or realise that they are over their two bag limit already.

[Plans for the Future](#)

The business plans to expand its services by offering a skip hire service to its customers. It will also look at offering a waste collection service to commercial customers.

Business's Objectives

- The business to break even by its first-quarter (30th November 2021).
- The business to start gaining a profit by second-quarter (31st March 2022).
- The business to expand its services and offer its services to commercial customers by 31st July 2022.

Market Analysis and Competition

The Market

With the business owner being a resident in the Bridgend County Borough for the past eight years, they already recognise and understand a need and demand for this type of service. The limitations on waste bags per fortnight affect most communities across the Bridgend areas, with fly-tippers rising year on year. From experience and speaking to local people in the community, having these two bag limits makes people stress daily how much they are disposing and wondering how they can limit themselves, which causes stress. This service will benefit most people across all the communities in the Bridgend Borough by having an alternative option of disposing of waste when they need to without having a limit. When the business starts, it will initially start by targeting those residential customers who own their own home (Home Owners), (Private Tenants) rent, or live in social housing (Social Housing Tenants).

After researching within the market, there is potentially above ninety percent of people aged between 21-80 across the 63,624 households across the Bridgend Borough council that will benefit from using this service. These numbers include males and females.

There will be times throughout the year when customers will need the waste services more than usual these include Christmas, Birthdays, summer, and moving home. There is also potential if the business were to expand and offer its services to commercial customers by offering office clearances and picking up their extra domestic waste.

SWOT Analysis

A SWOT analysis has been created to highlight the current strengths, weaknesses, opportunities, and threats. A SWOT analysis is a source of information used for strategic planning and focuses on building the businesses strengths and reversing its weaknesses. It also looks at how the business can maximise its responses to opportunities that the business can take advantage of and overcome any threats that are in the way.

<u>Strengths</u> Strong demand for this service across all areas of the Bridgend Borough. There are not many competitors in the area offering the same service. Being on hand for customers when they are most at need to dispose of the waste for the community to prevent fly-tipping increases fly-tipping. Operating an early evening service to suit people who work full time during the day.	<u>Weaknesses</u> Not having the protection with being a sole trader and being liable for any actions and debts that the business may experience during its operation. Not having the resource to offer more considerable waste services, such as skip hire. Lack of experience in this line of work. Competitors may start to open later and offer an early evening service.
<u>Opportunities</u> Offer a more variety of waste services, such as skip hire. Expand the locations that the business can offer its services to, depending on the need and demand. An Increased clientele base by using social media to advertise the service that the business offers.	<u>Threats</u> There are a couple of competitors in the area offering similar services The Local authority could increase the fortnightly bag limit, which will mean customers will not be using the services as often. The number of competitors may increase and try to undercut the business.

PESTLE

A PESTLE analysis has been created to track the business's environment and highlight the potential impacts that could affect the business overall.

Political	Economic	Social	Technology	Environment	Legal
	Unemployment	Age			Insurances

National Minimum Wage Increasing	Rates	Changes to lifestyles	Data Protection Awareness	Weather Climate	Health & Safety legislations
Increase in Taxation	Inflation Rates	COVID-19	Always keeping up to date with the tech devices	Environment Policies	License
Unstable Government in power	Economy Growth		Payment method system	Waste Disposal Laws	
Funding Grants	Increase in fuel costings				
Brexit					

Competition

After carrying out research online and via social media, there appear to be various companies looking to offer waste disposal services like what ME Waste Services will offer. Some of these businesses are known to be:

Rubbish Removal Bridgend - [rubbish removal bridgend | Hassle free waste disposal](#)

All-Gone Waste Removal - [All Gone Waste Removal Bridgend - Featured \(all-gone.co.uk\)](#)

However, these businesses above also offer various other services such as dismantling sheds and commercial waste collections that ME Waste Services will not offer. However, at ME Waste Services, it will offer a personalised touch by sending a photo of proof of how it has been disposed to offer a sense of security and peace of mind to its customers. It will also provide black replacement bags and be flexible when customers want their waste picking up, with the business offering an evening service. In comparison, these above competitors will not offer this sort of service.

The competitors above use telephone and social media methods to be heard and reached. However, they only have 80 followers to their page, surprisingly considering how long they have been trading for. Their websites and Facebook pages show that they do more work relating to house and garden clearances and not so much on waste bag collections. Therefore, there is a gap in the market for ME Waste Services, primarily just focusing on the one service, which will be collecting bin bags. There is no pricing displayed on their marketing resources, such as their social media pages or website. After further research using social media, a company offers a very similar service to ME Waste Services. These are called:

- The Waste Book (See Appendices)

The above business markets itself using social media (Facebook) it states that they offer bin bag collection from £2.00. They say that they are competitive on prices. After speaking directly with them whilst doing research, they stated that customers had to have a set amount of bags before getting the £2 per bag. Although this will be £0.99 cheaper than this business, ME Waste Services will provide proof of disposal, the bin bag replacement, and out of hours service, and no limit on how many bags a customer needs before they qualify to pay the £2.99 per bag.

Sales and Marketing Plan

Marketing Objectives

- ME Waste Services will increase its sales by 25% by opening on a Monday and turning it into a 7 day operation by 31st July 2022.
- ME Waste Services looks to have 1000 followers on their Facebook page by the first quarter (30th November 2022).
- ME Waste Services aims to have a poster or leaflet advertising the services in at least one supermarket/doctors surgery in every Bridgend area by 31st July 2022.

Marketing Strategies

The business has many ways to market its business, but at ME Waste Services, they will use social media for advertising its services primarily. The business will also ask doctors surgeries and supermarkets across most areas in the Bridgend Borough to put up posters to target the older generation that may not be so savvy using social media to be aware of the business. The business will also join the items for sale pages on Facebook and add weekly posts and adverts, including photos of jobs that the business has conducted to show customers a before and after photo of the services in action. These groups attract thousands of people across the Bridgend to review these pages twenty four hours per day. Customers will have four ways to get in touch to inquire and request a quote or have a question: telephone, email, Facebook Message, or simply texting the mobile number. All contact methods will be easily accessible via a smartphone that will primarily be used just for business.

The Facebook profile/page will show their waste carrier license certification and being recognised by the Environmental Agency. This will give an excellent first impression to its customers and demonstrate how reputable, trustworthy and compliant the business is.

Target Market

As mentioned above, the business will aim to target its residential customers who own their own home, or private tenants who rent privately and residents who live within social housing. These customers will be the target market, and the business will be ready on hand to pick up those extra bags that their local authority will not pick up.

Pricing Strategy

The business will be using a neutral pricing strategy where the initial prices set will be similar to its competitor's prices. This will give customers the choice of similarly priced services within the market. The difference in price to its competitors will not be massive, but customers will be getting more for their money at ME Waste Services instead of using the competitors.

As mentioned above, the business will be charging £2.99 per waste bag. This will include the collection and disposal of the waste bag. In turn, the business will give the customer a brand-new replacement bag ready for its following waste disposal.

Financial Management/Sales Forecast

The business owner has decided to use his savings to pay for the start-up costs and to hit the ground running. This will mean that the business will not need to apply for any business start-up loans. The business is aiming to achieve its first objective by breaking even by the first quarter in November. During the first month, the business has projected that it will provide the service to at least 185 households across the Bridgend Borough out of 62,462 homes. This means that over a 28 day calendar month, with the business being open for 24 of those days, there will be at least 8 collections per day, meaning 1 collection per hour. This will be based on an 8-hour working day, although the business is open for 9 hours per day. This will give the business owner a chance to have a lunch break for half an hour and the other half-hour to drop off the days' worth of rubbish bags at the landfill. After speaking to the business's main competitors via Facebook, they have said that customers need at least 4 bags collecting at a time. This means the business will generate £83.72 per day in sales, and over the month, it will generate £2009.28. The business will then add 11 clients per month for the next 11 months to get up to 306 customers monthly by the end of the first year. The business gaining the additional 11 customers monthly will generate an extra £131.56 in sales monthly.

Operations

Location/Premises

The business will be operating from home without having to arrange an office to rent to work at. The business owner currently lives in Pencoed, which is only 4.9 miles away from the centre of Bridgend.

Diary – The business will need a diary to schedule his waste collections and keep track of what is being collected and the clientele that it is dealing with.

People/Staff

There will only be one employee working in the business, the business owner (Mark Evans).

Suppliers

The suppliers will be the wholesalers who are providing the business with the bin bags.

Production & Distribution

The business will provide the bin bags to its customers to use for their waste coming straight from a wholesaler.

Systems & Procedures

The business will need to ensure they adhere to the Data Protection Act rules and regulations when having customers personal details on file, such as names, addresses, and contact details, so it will need to have secured passwords and PINs to access this information.

Health & Safety/Quality Control/Legal Compliance

The business will need public liability insurance to give himself and the customers protection and peace of mind, which costs £119. By not having insurance for Waste Disposal, the business owner may be liable to pay vast sums of legal fees and compensation if a loss or injury is connected with the business. The business will be required to have a waste carrier license which costs £154.

References

Flint, R. (2019) *Fly-tipping rise' after bin collections slashed*. Available at: <https://www.bbc.co.uk/news/uk-wales-50816078> (Accessed 21st June 2021)

Bridgend County Borough Council (2016-2018) *Local Housing Strategy 2016-2018*. Available at: <https://democratic.bridgend.gov.uk/documents/s7465/151124%20Draft%20Local%20Housing%20Strategy%20Appendix.pdf> (Accessed 22nd June 2021)

Murray, M. (2020) *Coronavirus: Recycling targets 'challenging' during pandemic*. Available at: <https://www.bbc.co.uk/news/uk-wales-52491453> (Accessed 23rd June 2021)

Appendices

Sales Assumptions

12 Select your starting month: August

14

15 1. Product breakdown

Product / Service name	Product / Service 1	Product / Service 2	Product / Service 3	Product / Service 4
Waste Bag Collections (4 Bags Per Customer)				
Price (per unit) £	£2.99			
Cost price (per unit) £	£0.17			
Gross Margin (per unit)	94%			

17 Worked Example

1	£25.00
2	£12.00
3	108%

22 2. Number of sales per month

23 *Average sales volumes per day based on 30-days per month.

Month	Product / Service 1	Product / Service 2	Product / Service 3	Product / Service 4	Total sales volumes per month	Average sales volumes per day
1	740				740	25
2	785				785	26
3	828				828	28
4	872				872	29
5	908				908	30
6	960				960	32
7	1004				1004	33
8	1048				1048	35
9	1092				1092	36
10	1136				1136	38
11	1180				1180	39
12	1224				1224	41

26 Worked Example

30	
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45	
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50	
48	
51	
55	
55	
60	

39 Sales (£)

40 You do not need to edit this section; this will auto-calculate based on your responses above. *Average sales value per day is based on 30 days per month.

41 Guidance (PSB) Personal Survival Budget (SA) Sales Assumptions (CFF) Cash Flow Forecast

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43 Sales (£)

44 You do not need to edit this section; this will auto-calculate based on your responses above. *Average sales value per day is based on 30 days per month.

Month	Product / Service 1	Product / Service 2	Product / Service 3	Product / Service 4	Total sales value (£) per month	Average sales value per day
1	£2,212.60	£0.00	£0.00	£0.00	£2,212.60	£73.75
2	£2,347.15	£0.00	£0.00	£0.00	£2,347.15	£78.24
3	£2,475.72	£0.00	£0.00	£0.00	£2,475.72	£82.52
4	£2,607.28	£0.00	£0.00	£0.00	£2,607.28	£86.91
5	£2,714.92	£0.00	£0.00	£0.00	£2,714.92	£90.50
6	£2,870.40	£0.00	£0.00	£0.00	£2,870.40	£95.68
7	£3,001.96	£0.00	£0.00	£0.00	£3,001.96	£100.07
8	£3,133.52	£0.00	£0.00	£0.00	£3,133.52	£104.45
9	£3,265.08	£0.00	£0.00	£0.00	£3,265.08	£108.84
10	£3,396.64	£0.00	£0.00	£0.00	£3,396.64	£113.22
11	£3,528.20	£0.00	£0.00	£0.00	£3,528.20	£117.61
12	£3,659.76	£0.00	£0.00	£0.00	£3,659.76	£121.99

46 Worked Example

£750.00
£700.00
£750.00
£1,125.00
£1,100.00
£1,150.00
£1,250.00
£1,200.00
£1,275.00
£1,375.00
£1,375.00
£1,500.00

57 Cost of sales

58 You do not need to edit this section; this will auto-calculate based on your responses above. *Average cost of sales per day is based on 30 days per month.

Month	Product / Service 1	Product / Service 2	Product / Service 3	Product / Service 4	Total cost of sales (£) per month	Average cost of sales per day
1	£125.80	£0.00	£0.00	£0.00	£125.80	£4.19
2	£133.45	£0.00	£0.00	£0.00	£133.45	£4.45
3	£140.76	£0.00	£0.00	£0.00	£140.76	£4.69
4	£148.24	£0.00	£0.00	£0.00	£148.24	£4.94
5	£154.36	£0.00	£0.00	£0.00	£154.36	£5.15
6	£163.20	£0.00	£0.00	£0.00	£163.20	£5.44
7	£170.68	£0.00	£0.00	£0.00	£170.68	£5.69
8	£178.16	£0.00	£0.00	£0.00	£178.16	£5.94
9	£185.64	£0.00	£0.00	£0.00	£185.64	£6.19
10	£193.12	£0.00	£0.00	£0.00	£193.12	£6.44
11	£200.60	£0.00	£0.00	£0.00	£200.60	£6.69
12	£208.08	£0.00	£0.00	£0.00	£208.08	£6.94

60 Worked Example

£360.00
£336.00
£360.00
£540.00
£528.00
£552.00
£600.00
£576.00
£612.00
£660.00
£660.00
£720.00

62 Guidance (PSB) Personal Survival Budget (SA) Sales Assumptions (CFF) Cash Flow Forecast

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Ready Accessibility: Investigate

The service will be the waste bag collections, its going to cost £2.99 per waste bag and use the average from market research. The above figures are based on the amount of waste bags per customer. For example - Month 1 - The business will have 185 customers, and based on each customer having a total of 4 waste bags this gives the total of - 740. This will go up by 11 customers per month, which means the total amount of waste bags will go up by 44 bags based on each customer having an average of 4 bags each.

Cash Flow Forecast

Select your starting month:	August	MONTHS												
Cash in-flows	Starting point	1	2	3	4	5	6	7	8	9	10	11	12	TOTAL
Total anticipated sales	£0	£2,213	£2,347	£2,476	£2,607	£2,715	£2,870	£3,002	£3,134	£3,265	£3,397	£3,528	£3,660	£35,213
Invested Savings	£8,000	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	£8,000
	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
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Select your starting month:

August

		MONTHS												
Cash in-flows	Starting point	1	2	3	4	5	6	7	8	9	10	11	12	TOTAL
Total anticipated sales	£0	£2,213	£2,347	£2,476	£2,607	£2,715	£2,870	£3,002	£3,134	£3,265	£3,397	£3,528	£3,660	£35,213
Invested Savings	£8,000													£8,000
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Competitors

The waste book
£2
Listed 2 weeks ago in Swanssea, Wales

Message

Details
Condition: Used - Fair

- ✓ Fully licensed waste carrier
- ✓ Invoice and paperwork provided
- ✓ 95% waste is recycled correctly

★ Five star customer reviews
▲ Friendly local and reliable
🏠 Competitive prices

🔥 Black bag collection from £2

Trusted local waste management company based within Neath, Port Talbot/Swanssea.

50% Cheaper than a skip! 📌

We offer the following clearances:
🏡 Garden - Shed - Garage - House

- 🗑️ Mixed general waste
- ⚡ Electrical appliances
- ❌ Excluding fridge/freezers
- 🏠 Household furnishings

Message Seller

All-Gone Waste Removal
Bridgend - Call 07898 871 894

HomeWaste RemovalOther ServicesAreaContact

Removal of all Waste from:
Houses, Garages, Gardens,
Shops, Attics, Units,
Estates, Housing Assoc,
Shop & House Guttering,
Asbestos Removal,
Council Properties etc



Waste Removal
Quick, safe and reliable removal of all waste. Full house clearance.

- Houses
- Garages
- Gardens
- Shops
- Attics
- Units
- Estates
- Housing Assoc
- House Guttering
- Asbestos Removal
- Council Properties etc

**Waste Removal**

**Driveways**

**Jet Washing**

About usBlogContact usFacebook Reviews

RUBBISH REMOVAL BRIDGEND
Hassle free waste disposal

About us

BJZ services is a waste removal company based in Bridgend South Wales. We can help with missed black bag collections, garden clearances, house clearances, pressure - jet washing, fridges and other appliance collections, shed clearances, attic clearances, garages clearances and any other waste collections in Bridgend and across South Wales!

If you are looking for a hassle free professional service look no further! - Contact BJZ services now!

Garden Clearances

From simple lawn cutting and weeding to hedge and tree removal we can transform your garden. Missed black bag collections or waste left over from previous owners or tenants we can help with your [garden clearances](#). Old rotten sheds we can also take down and dispose of for you. One off rubbish removals or regular garden maintenance, contact us now for a free instant quote.



The Business Facebook Page



**ME Waste Services**
Create @username · Waste management company

Edit Follow

HomeGroupsEventsReviewsMore ▾

Promote 🔍 ⋮

Business Owners CV

Mark Evans
11 Clos Y Ffowndri
Pencoed
Bridgend
CF35 6UJ
Mobile: 07903741520
Email: evans_mark@outlook.com

Personal Statement

I am currently working for a well-known car finance establishment as a Senior Finance Consultant. I have experience around all areas of Customer Service, Sales and in Administration. I have experience in dealing with customers by over the phone and face to face. I am an excellent people's person with having experience working with many different customer types. I am an honest person with being trustworthy with others and my team. I have good time keeping skills with being very reliable and flexible towards working patterns to ensure business needs are met. I have strong

interpersonal and presentation skills. I am confident when needing to make decisions, by working with my team or on my own initiative. I am extremely adaptable with my work and my team, with always willing to help others and go the extra mile for my business and colleagues. I always deliver a professional approach to my ways of working, with having that Can Do attitude against all tasks I tackle. I am computer literate with being advanced using all the MS software's. I am a good team player, but at the same time I can work on my own initiative. I currently hold a clean Full UK Driving licence.

Education

September 2011 – June 2012 Cardiff & Vale College, Cardiff.

- OCR Level 3 Diploma in Business & Administration
- NVQ Level 2 in Customer Service

Employment & Work Experience

Autobahn Finance - 1st October 2018 – Present

Role: Finance Consultant

Key Tasks:

- To provide an excellent service to new and existing Customers
- Providing excellent service to our Dealers partners
- Qualify customer's requirements and suitability for credit; propose to appropriate lenders and see each deal through to completion whilst following the company's compliance process.
- To have a full understanding of all Asset Finance business processes and procedures
- To follow sales and process scripts provided
- Regular contact and relationship management with supporting dealers
- To communicate effectively with lenders.
- Explain to customers the different types of products that are available

Action Direct UK Limited - 16th September 2013 – 30th September 2018

Role: Sales Advisor/Senior Claims Specialist/Quality Control Officer

Key Tasks:

- Take inbound and outbound calls from clients
- Dealing with Banks and Finance Companies
- Assessing clients to see whether they eligible to make a PPI claim
- Provide high levels of customer service
- Deal with incoming and outgoing emails with customers

20th August 2012 – 13th September 2013 – Thomas Cook Retail Ltd

Role: Travel Sales Consultant/Apprenticeship

- NVQ Level 2 In Travel Services

KEY TASKS

- Book and organise travel services for customers
- Contribute to achieving store profits and targets
- Research of competitor activity
- Ensure appropriate sales messages are displayed.
- Be an effective team member and work part as a team
- Offer encouragement and assistance to team members

References Available Upon Request