

Glowing Reports for both Kingswood House School and Phase

Kingswood House in Epsom, Surrey, is a preparatory school catering for boys aged between 3 and 13 years and girls aged 3 to 7. The school was founded in 1899 and has an impressive record, being praised by both Independent School Inspectors and the Council for the Registration of Schools Teaching Dyslexic Pupils (CReSTeD).

As a Registered Charity, Kingswood House School has to be cost-conscious, and finding suppliers which offer good service and competitive prices is critical.

Janet Richold, the Headmaster's secretary, is responsible for purchasing the school's office supplies. When she took up her post in 2007, Janet recommended Phase Office Supplies to Kingswood House. She had worked with Phase before and was impressed with the service they offered. Previously Janet had worked with one of the Phase Directors, Peter Harte. Now Kingswood House is the responsibility of Regional Account Manager, Sue Harris.

Janet describes Phase as being a good company to work with because whenever she makes an enquiry, Sue Harris responds immediately. In addition, she knows she can rely on the free next-day delivery and, if there is a problem, it is resolved quickly. Janet feels this

level of service couldn't be delivered by a large impersonal company.

Kingswood House School buys stationery and some furniture from Phase. As a school with diverse needs, Janet frequently asks Sue Harris if she can help source non-standard items, which are not in the catalogue. Phase can generally be relied on to source the goods, and at very competitive prices. Because Kingswood House needs a wide range of products, the school's orders are sent by email to Sue Harris, who makes the necessary arrangements.

Janet Richold is impressed by the level of service delivered by Phase and said:

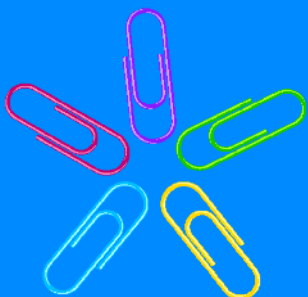
"Phase is always there when we need something. If I make an enquiry, Sue will come back to us straight away and I know she is always there at the end of the phone. We're very happy with the service."

Janet Richold

Headmaster's Secretary

Kingswood House School

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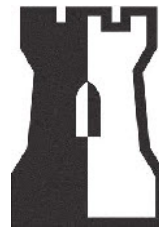
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VAT Registration: 785 1402 27



Phase is King of the Castle

Tracey Wilkins is the Bursar's Assistant at Ewell Castle School in the Surrey village of Ewell. Part of her job is to organise the school's stationery procurement. As the school caters for around 550 pupils aged between 3 and 18 years, a large amount of stationery and office supplies are needed.

When Tracey was appointed to her position some four years ago, one of her first tasks was to implement a new stationery procurement system. Phase Office Supplies was recommended and Peter Harte, one of the Phase directors, visited the school to see what his company could do to help.

The first stage in the process was a review of Ewell Castle's stationery purchasing. From this information, Peter Harte was able to compile a comprehensive contract list of all the stationery products regularly used by the school. With competitive prices and high standards of service, Phase became Ewell Castle School's stationery supplier of choice.

When Tracey Wilkins needs large quantities of a product not on the contract list, she contacts Peter Harte. He arranges the addition to the list, ensuring costs are kept down. Tracey said, "If I find something I need at a lower price, Peter will always arrange a price match for me. And if I want something not included in the

catalogue, Phase will do everything possible to source it for me."

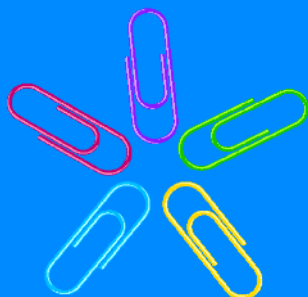
Ewell Castle School has a nursery, a junior, and a senior school. Stationery is ordered individually by the Junior and the Senior School. Both have access to the same contract prices and the orders are placed online for next day delivery. The supplies are delivered to the respective school buildings, which saves staff from having to move heavy boxes around the campus. Copier paper is delivered direct to the office where the photocopier is located, again making the delivery service more convenient and labour-saving.

The school places orders once or twice a week. Invoices are received after each delivery and at the end of each month, Tracey Wilkins also receives an electronic report which analyses the school's stationery spend.

"We get bombarded with other companies wanting our business, but I've got no reason to move. Phase is brilliant! We're not just a number to them and they are all so friendly and helpful. I'm very impressed with the Phase service"

Tracey Wilkins
Bursar's Assistant
Ewell Castle School

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