

MEET THE TEAM!

Mark Swift

Age - 53

Position – Telephone Negotiator

Time at Apex – 2 years



“I had been in the catering industry for over 20 years, working in or running hotels both throughout Stratford upon Avon and the rest of the UK, before coming to Apex. After so long I was looking for a career change due to the unreliability of shifts and being called out at all hours! I was still looking for a role with customer interaction, which was one of the appeals of Apex.

Apex was, and still is, a well defined operation. That was the first impression I got. There is a structure to the operation in terms of initial induction, training and my ongoing development. I like the structure at Apex and the regular feedback we receive on how the company is progressing. You also receive regular feedback on how you are doing too.

Employees here are well looked after, there is an excellent canteen area, social events and a good benefits package. When you walk on the floor there is a buzz in the air, the people here all get on really well.

There are opportunities to advance for people, wherever they want to advance to. I get a real buzz out of what I do, however if the right opportunity came along within Apex, then I would seek a new challenge.”