

# News Release

## **MONDIAL INVESTS IN ITS TECHNICAL SERVICES TEAM**

### **Appointing experienced technicians and trainers to address skills shortage**

Motor industry research has revealed an estimated shortage of 15,000 apprentice technicians in the UK's automotive sector. Mondial Assistance is tackling the deficit head on by investing in staff for its Technical Services team to meet the growing needs of the business. Andrew Weaver and Steve Morris have been appointed as Technical Trainers and will be instrumental in ensuring the expansion of a qualified team which maintains the highest level of service standards.

The appointments of Andrew and Steve follow the recent recruitment by Mondial of 12 fully trained technicians from South Africa. This is part of Mondial's commitment to finding the best technicians, building a strong foundation for the continued success of its emergency roadside assistance programmes in the future. Unable to find the right number of quality technicians from within the UK, Mondial was forced to bring in talent from abroad.

Comments Mike Webb, Managing Director of Mondial Assistance UK, "The lack of qualified technicians in the UK has reached a critical point. We welcome and support the Institute of the Motor Industry's recent decision to launch a national qualification to help school pupils get on the first step of the career ladder and encourage them to enter the automotive industry. But in the short-term we have had to harvest talent from abroad to ensure we are offering our clients and their customers the high level of service they have come to expect from Mondial."

Andrew joins Mondial from the Premier Automotive Group, where he was a Customer Service Technician. During his successful career, Andrew has supported the training of technicians at the Land Rover Training Academy in Gaydon and the Jaguar Training at Castle Bromwich.

Steve has worked on all Mondial's bespoke brands as both Customer Service Technician and Supervisor giving him a strong understanding of the business. Steve's career development within Mondial means he has also briefly sampled the new role as Technician Supervisor before joining what is now a very strong training team.

Concludes Mike Donley, Head of Technical Training for Mondial, "Both Andrew and Steve bring years of technical and industry experience, making them ideal to lead the training of our technical services team. Their enthusiasm and commitment will play a key role in the ongoing expansion of the technical team. With the addition of 12 new technicians in January, joining a team of over 230 other Technicians, Steve and Andrew will be able to drive the team forward and develop it to meet the changing needs of the business."

**END**

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***Note to Editors***

The Mondial Assistance Group, part of the world's largest insurance company Allianz of Germany, provides customer care contact to over 200 million individuals world-wide. Many of the world's leading blue-chip organisations benefit from Mondial Group services each year, ranging from Motor Assistance, Customer Information and Care Contact, Marketing Programmes, Fulfilment, Breakdown and Accident Management, Warranty Services, Travel Insurance and Assistance, Property Assistance and Advice Lines.

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