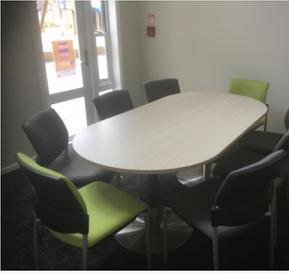


CASE STUDY

Chaucer School

Administration Block Refurbishment



Institution

Chaucer School

Customer ContactMichael Fletcher
Principal

Year Completed

2020

In 2019 Chaucer School approached Educated Furniture for a quote to supply furniture for an Administration Block refurbishment. This included the principal's office, reception area and office, front administration area and some meeting rooms. They were also after specific advice on the best products to fit out these areas within the budget they had allocated.

Our local account manager Graham Lyons worked closely with the school to discuss the options for a custom reception desk and cabinetry around the desk as well as seating and custom fabrics for the the administration area. The Chaucer School Principal specifically wanted to have an area where he could have meetings with parents as well as an electronic desk so that he could work from standing. The biggest challenge being the limited space he had available to achieve this.

Graham worked hard to provide the school with a solution that struck a balance between getting them with the smart, quality furniture that they wanted while working within the budget he had been given.

The school was so impressed with the service Graham and EF provided that the quote was

accepted in full and we secured 'preferred supplier' status with the school in the process. We received the following feedback from the Principal Michael Fletcher:

"We followed a thorough process where we invited suppliers to submit quotes to enable us to compare 'like with like'. We (the BoT, principal, class teachers and students) then applied set criteria to select the preferred supplier.

Educated Furniture was selected due to:

- Accuracy of the initial quote provided (i.e. all items included at the quantities requested)
- Willingness to communicate and deal with the teacher with delegated responsibility for leading the process (i.e. not just the principal).
- Willingness to be flexible and provide speedy responses to questions etc.
- I have personally dealt with Graham for a number of years now. His ability to make us feel like a valued customer is much appreciated. His willingness to check in regularly."