

# Video Transcript

Please find below the transcript of the video found on the site.



## Name: Gareth Operations Manager

### Who are you and what do you do at Buy As You View?

I'm Gareth Griffiths, operations manager, South Wales, in charge of distribution and service, thus serving the customer with all our goods and repair of all items that go faulty, if they go faulty.

### How was your first day?

My first day in Buy As You View, like I said, I was only 16, young. I remember it, turning up and standing outside the old warehouse at the time, up in Williamstown. They met everyone and we had a tour of the building and they welcomed me with open arms.

### What career opportunities have you received?

Since I started at Buy As You View I started out as a warehouse person then I went on the vans a few times, done a bit of aerial work as well, satellites and aerials, then went back into the warehouse, done the nightshift in the warehouse. Then the opportunity of a warehouse supervisor came up so I obviously went in for that and not long after that warehouse manager came up so, again, I went in for that and was successful in that. And, then operations manager. So, I've made my way up over the last 15 years, from school with coming out with hardly any GCSEs or anything, and making my way up to operations manager.

### Where do you see yourself in the company in the future?

I see myself in the future hoping to be number one operations manager on all audits and stock and just making sure that we serve the customer well. And, just carry on doing a good job and keeping my staff happy and the customer happy.

### How does it feel to work here?

Working for Buy As You View is absolutely brilliant. There's never a day goes by where there's not a challenge. I just get on with everyone and if you get on with everyone then everyone gets on with you and it's just like a happy family, especially in the operations department.

### Tell us about a memorable delivery.

A memorable delivery that sticks in my mind would be a customer down in St Thomas, Swansea, he was an elderly gentleman. I remember knocking on the door and he invited us in. He didn't have much, to be honest with you, but the fact that he was having the TV off us at the time. He was just absolutely brilliant and we sat down with him for about 10 to 15 minutes just having a chat after we'd done the install and he was telling us about the Second World War and he actually showed us his... the King George's Cross that he had won during the war and the story behind it. And, it was just great to see, you know, that customer was having a new TV off us and what he'd been through, he was more excited about that than anything. And, just to have us there having a chat with him was absolutely brilliant.