

Media Release

2009 CSO OF THE YEAR

Sydney
7 April 2010

For Queensland Coke Vending (Coca-Cola Amatil) champion Marc Aldridge, customer service is not simply a job, it is a passion. Marc travels up to 1000km a week, equivalent to driving from Virginia to South Carolina, and services 167 vending machines in his territory. Despite the vast distances that Marc travels on a daily basis, he always takes the time to talk with his customers.

"I put a lot of work into the equipment and take a lot of time to talk to my customers. Some of them have nicknamed me 'Have-a-chat', because I always say hello and stop see how they are," Marc said.

Marc has won a trip to Chicago as his prize for winning the Coke Vending 2009 National Customer Service Operator (CSO) of the Year. Whilst in Chicago, Marc will attend the 2010 National Automatic Merchandising Association (NAMA) OneShow, which will take place from 28th - 30th April, 2010. The NAMA OneShow is the premier event for the vending, coffee service and foodservice industries, combining NAMA's Spring Expo and National Expo and showcasing industry innovations and educational programs.

Marc joined Coke Vending nine years ago and works relentlessly to provide exceptional customer service to his customers. Coke Vending Queensland Logistics Manager Amanda Green said that Marc regularly returns the best up-times, resulting in consistently clean, filled and working machines. Marc demonstrates pride and passion in his job and provides exceptional customer service to all of his customers.

Marc was very excited to be named the 2009 National CSO of the Year winner.

"I enjoy doing what I do, that's what it comes down to. I love my job. I'm really looking forward to this holiday. It'll be awesome. My wife and I got married in November last year, so this will be our honeymoon." Marc said.

The National CSO of the Year initiative commenced in 2008, recognising the first-class customer service efforts of Coke Vending's 150 full-time Customer Service Operators. The State and National winners of the CSO of the Year are selected based on their performance across a number of areas, including cash and stock variances, up-time and overall customer service.

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