

# Apprentice Case Study

## HOLLY NEWMAN

LEVEL 2 CUSTOMER SERVICE PRACTITIONER APPRENTICE  
EMPLOYED BY MONARCH CATERING EQUIPMENT LTD



**“ALLIANCE LEARNING IS A GREAT COMPANY. THEY HAVE ALWAYS PROVIDED ME WITH THE HELP AND SUPPORT WHEN I NEEDED IT”**

I decided to do an Apprenticeship, as I felt it would give me an insight into the working environment, as well as the chance to learn hands-on skills. Prior to starting my apprenticeship, I was working towards my GCSE Exams.

Monarch Catering Equipment Limited install and maintain catering facilities and supply equipment, providing customers with a service that is precisely tailored to their requirements.

I have multiple roles and responsibilities including:  
placing orders,  
raising customer sales orders,  
dispatching goods,  
arranging appointments & meetings and  
dealing with customer enquiries face to face & over the phone.

The apprenticeship has benefited me personally, as I have gained lots of skills and have grown in confidence. I have also gained team work and customer service skills, which has helped me grow in confidence. Along with learning about the business and its customers with my tutor.

I finished my apprenticeship in 2022, gaining a Distinction in my Level 2 Customer Service Practitioner Apprenticeship. I am currently working in lots of different departments at Monarch Catering Equipment Ltd, gaining even more skills for the future.

Whilst at Alliance Learning I was nominated for Junior Professional Apprentice of the Year (Rising Star), in their annual Awards Evening. I also completed an emergency first aid at work course.

In the future I plan to gain further skills in sales and marketing.

I think Alliance Learning is a great company. They have always provided me with the help and support when I needed it and encouraged me along my way in my apprenticeship.