

Midlands business woman scoops top award

A leading Midlands' business woman has scooped a prestigious industry award - following nomination by her own clients.

Winning the National Business Centre of the Year Award, Dawn Grinham - founder of Coventry's The Quadrant Business Centre - fought off stiff competition from over 650 other business centres.

The annual Business Centre Association (BCA) awards was held on Friday (November 25th) at more than 1000 of London's Park Lane Hotel, where Dawn and fellow BCA members and their guests enjoyed a champagne reception, followed by a lavish dinner and cabaret.

"It all seems so surreal - it's absolutely fantastic that we have won such a major award over 650 business centres in the UK and it really does reflect our delivery of unquestionable client support, focus and service" said Dawn.

"Whilst this is the biggest business achievement so far - I couldn't have pulled it off alone, this is very much a team award. It's wonderful that the passion for excellence that runs through our business has been recognised."

"My own strong values and ethos are all borne out by our exceptional team - with whom I feel privileged to work with indeed, the centre's managing director, who worked her way through the ranks from a youth training scheme apprentice to business centre manager.

Dawn added: "The award is also great for our clients, since they can now boast that they are located at 'The business centre of the year'!"

The award is based on client nomination and for their entry to qualify they had to be resident at the business centre for a minimum of six months.

"Business centres were judged on provision of excellent levels of client support and professionalism - which says a great deal of how our clients regard The Quadrant Business Centre," said Dawn, who has retained a number of her original clients since opening the centre over eight years ago.

She also feels that a further key to the success of The Quadrant Business Centre is its Warwick Row location - at the heart of Coventry's business hub, with its close proximity to the train station.

"Clients recognise that a city centre CV1 address speaks volumes for the success of their business," added Dawn.

Attracting clients from home and abroad, she believes the flexibility of services for her 50 offices has added to the success of her business centre. Clients range from virtual office users, who are home-based benefiting from mail and secretarial management with a CV1 address, meeting room hire clients; through to office-based clients whose occupancy can range from one hour to a day, a month or a year.

"Our services even extend to passing business people, who - though not residential clients - can drop in and send a fax or e-mail via our reception services," said Dawn, who is also co-director of the exclusive SmartSpace business centre at Centre Court, Hall Green.

In contrast to hiring a meeting room at a large impersonal hotel, The Quadrant offers a personal meet-and-greet service with whatever additional support is required.

Looking to the future, Dawn aims to be recognised as THE leading provider of first class office space and meeting facilities with unrivalled business support in the area.

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