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HSBC Branch Banker Recognised as an ‘Aspiring Star’ in Sure Customer Service Awards

An HSBC branch banker, Ryan Marrett, has been recognised for his excellent customer service in Jersey at the Sure Customer Service Awards 2019 which took place last night at the Royal Yacht Hotel.

Shortlisted for the ‘Best Service from an Aspiring Star’, Ryan has worked at the Halkett Street branch for two years. He was nominated for his friendly demeanour with customers, ability to help them find a solution in a positive and efficient way, and for being a strong advocate for HSBC. Nominators said that Ryan was ‘A lovely young gentleman who offers customers a seat, is always smiling and always positive’, ‘A delight - he literally jumps out of his chair or stops what he is doing to come and say hello.’ and his manager, Dee McNee, has said that Ryan is ‘truly customer obsessed’, amongst many other shining endorsements.

The judging panels in Jersey and Guernsey read through nearly 8000 nominations to select the shortlists, with nominations covering more than 600 business teams and individuals throughout the islands. Each of the 11 categories had three finalists for the judges to choose from.

Commenting on Ryan’s nomination, Tania Sobey, Head of Retail Banking and Wealth Management, Jersey, said:

“We are very proud of Ryan for his hard work making sure that the customers’ needs are met in a friendly and memorable manner. It’s great to see how much he enjoys his role and the pride he has in what he does for our customers. I’m certain that this is just the beginning of a rewarding career with the Bank.”

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