



Turner Group Company	Turner EPS	
Job Title	Field Service Engineer	
Length of Service	10 years 5 months	
How did you apply for the position?	I completed an application form for an Engineering Apprentice. I then completed an aptitude test and gained an interview.	
What qualifications/experience do you require for your position?	I attended day release at college for 4 years and completed an NC and HNC in Mechatronics. I also gained my SVQ Level 3 and have been on various training courses to learn about the products we support.	
Can you outline a typical day	In my role there is not really a typical day. My role involves covering Scotland providing product support. This involves travelling to customer premises, diagnosing faults and carrying out repairs or replacements.	
What do you enjoy most?	I enjoy travelling to the many different locations and interaction with the customer. I get great job satisfaction in repairing the product and I also have the opportunity to see parts of Scotland I have never been to previously.	
What do you like about working for the Turner Group of companies?	I have been an employee of Turners for over 10 years and job security is a main factor of my continued employment within the Group. I receive excellent training and the friendly working environment is also a key factor.	

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Turner & Co Our Values

Integrity Do what it takes to attain customer satisfaction and create long lasting relationships. Honour our commitments and agreements and demonstrate high standards of honesty, accountability, trust, professionalism and ethical behaviour in all our relationships.

Teamwork Work together as a team to successfully reach company goals. Share ideas, skills and resources with fellow employees to help fuel the company and individual growth. Show respect for fellow employees.

Communication Maintain excellent communication with our customers, to enhance the quality of their experience of dealing with us. Provide excellent communication amongst our employees, to help them do their jobs better and to develop the business and themselves as individuals.

Employee Relations Provide a secure and safe working environment, provide development and career opportunities, compensate employees fairly, treat employees with respect and help employees achieve their maximum potential.

Profitability Make money to create a healthy business. Ensure our employees have sustainable job opportunities and guarantee to our customers the long term service and support they deserve.

Enjoyment Enjoy our work through social interaction, freedom of expression, feeling pride through accomplishment and finding success by being the best at what we do.