

Antique Times

Issue 11 / 2009

From the Editor...



Summers here, well hopefully, and we have been busy bees....

We have won another award, this time for our Excellent Customer Service – something we are very proud of, read the article opposite for further information.

Enjoy our latest newsletter as we all look forward to an enjoyable, hot summer...

Lisa Symons

Lisa Symons
Director

Dates for the diary

Abbey Antiques will be closed for their Annual Shutdown from Thursday 30 July and returning Monday 17 August. We are contactable on our mobiles 07956 480 361 or 07956 369 568 during this time.



ABBEY DOES IT AGAIN

Abbey Antiques has won the Excellent Customer Service Award in the Essex County Business Awards 2009.

Director of Abbey Antiques and Furnishings Limited, Lisa Symons, said: "For any company to reach the finals of the Essex Business Awards is an honour and a reflection on the philosophy and success of the firm so when Abbey Antiques and Furnishings Limited was nominated for the finals in the Excellent Customer Service category we were delighted.

Looking at the other finalists we knew the competition would be very tough so when we won the award we were stunned.

It is our policy to work in an environmentally sustainable manner and we aim to consider the environment in all areas of our operations. We are committed to continually improving our environmental performance and preventing pollution resulting from our activities.

We source our wood from a sustainable source and have implemented waste and energy reduction measures to minimise our environmental impacts. As a minimum we will comply with all relevant environmental legislation and regulations and where possible we will exceed them – hence we have been recognised and previously won the Environmental Business of the Year Award.

But having such policies means nothing unless the customer is happy with the products and services they buy from us, which is why we have invested heavily in training for all staff so customers get the answers they need to any questions they ask.

We maintain contact with our customers through regular newsletters and emails providing them with advice on how to care for their furniture to extend its life and value.

All our furniture is made completely by hand in the traditional time honoured way. Due to our unique development and manufacturing process, we can provide the opportunity for individually specified furniture in all sectors.

Our tradesmen have been here since the beginning, incorporating modern materials and technology with traditional craftsmanship to produce work of unparalleled quality.

We can meet your furniture needs to match every application for every budget and our business is built on a simple principle – only the best is good enough. The craftsmanship is perfect and everything is made to last.

Above all, we pride ourselves on providing customers with choice, matched by unparalleled quality and value. Whatever you wish to be designed, copied, repaired or restored from a wall to wall library or a chair leg – we are here to offer our expertise and provide free estimates and advice.

This Excellent Customer Service Award will be proudly displayed in our Romford showroom as a reminder to all staff of the success they have achieved"

Finally a big thank you to Eastgate Shopping Centre who sponsored the award. We appreciate all their time in preparing and judging this category, especially Joan Merrison, who put a lot of effort into finalising all the applications. We are so very, very pleased with the end result and will continue to strive and maintain our **EXCELLENT CUSTOMER CARE** service.

Abbey Antiques have just finished their new showroom at Townsford Mill, Halstead, Essex.

The mill was built in 1788 as a corn mill but there had almost certainly been a mill on this site for many centuries before.

The mill was converted to the production of silk-woven fabrics and was one of the earliest ventures into this form of manufacturing.

The mill soon became an antiques centre and celebrates its 25th anniversary in 2009. In the intervening years it has been used as a venue for filming and has a reputation as one of the best antiques centres in the country – you may recognise it from the series of Lovejoy, the antiques scoundrel, who filmed here.

Come and enjoy a day of browsing our antiques and see our furniture samples and services offered, along with our corporate video for further information.

Pay us a visit from 10am, seven days a week.

**Halstead Antiques Centre,
Townsford Mill,
The Causeway,
Halstead,
Essex
CO9 1ET**



our new showroom at Halstead



Our newest member of staff.

Roy works part time for Abbey Antiques and is a very valued team member due to 46 years of experience as a wood machinist and cabinet maker therefore able to turn his hands to any kind of woodwork required. We would like to welcome Roy back after recovering from a serious illness but

with his strength and determination has managed to overcome same and therefore our continuous Charity/support will be for Cancer Research.

COMPETITION

Visit India...

This newsletters competition Prize is a voucher* for £100 to enjoy fine dining at Deeva.

- ▶ Name the 9th Generation Baby Boy of Abbey Antiques Family Run Business?
- ▶ What achievement did we win at Essex Countywide Business Awards?
- ▶ Where is Abbey Antiques new showroom based?
- ▶ Name the new member of our Staff?

All entries/answers to be sent to **Lisa Symons, Abbey Antiques, Plot 1, Maldon Road, Danes Road Industrial Estate, Romford, Essex, RM7 0JB** or via info@abbeyantiques.net headed **"DEEVA COMPETITION"** no later than the end of the month.

All correct entries will go into the prize draw.

*Vouchers only valid for food via the à-la-Carte menu (excluding offers/promotions and drinks).

IF YOUR FURNITURE LOOKS SHABBY, YOU NEED THE GUYS FROM ABBEY 01708 741135



CONGRATULATIONS...

To mum and dad on the birth of baby Cameron John Eric Symons, born at 1.20am on the 26 June 09. A sneaky preview shown...



A sense of visiting India

Abbey Antiques have recently finished work for Deeva Restaurant based at Chadwell Heath, Essex and were so impressed by the new restaurant that we have decided to give away a gift voucher for £100 each month up until December in our competition so you can experience the sense of visiting India and the atmosphere and fine dining at Deeva.

This is a restaurant with a difference, and a chef all the way from the renowned Aviation Club in Dubai where with his experience and vision has carefully crafted a menu that combines traditional North Indian dishes with a selection of innovative dishes that will change with the season to reflect the fresh ingredients that can be sourced locally.

We were asked to produce a range of bespoke unique tables designed around the owners specification in order to give an ambience of modern/contemporary finish but to also be durable and low maintenance. From various meetings and site surveys, templates were created and we were able to produce a front and back bar to compliment the tables and decor. By visiting Deeva you will also be able to admire the bespoke wine cabinet fitted along the back wall opposite the bar which is made from Oak Veneered MDF with individual compartments for each bottle. These compartments each have supports for bottles to be laid in the correct elevated position, allowing customers to select from over 800 different wines.



Deeva restaurant

Please write your answers below, along with your contact details and send to Abbey Antiques at the address above.

Answers:

1. _____
2. _____
3. _____
4. _____

Details:

Name _____

Company Name _____

Address _____

Email _____

Tel. No. _____