

# Up and Running **JULY ROUND UP**



This month Teddington hosted an in-store event where Matt, Alex M and Tom managed to get snap with world 1500 champion, Jake Wightman.

## **LONDON MARATHON – DID YOU GET IN?**



It's that time of year again where everyone who entered the London Marathon anxiously waits to see if they have a place in the prestigious event. Do you have a place? Let us know!



# Nicola's New York Marathon

"I've been very busy fundraising for my charity this month, ahead of NYC Marathon in November, I've got lots of events on the horizon, and have set up the Autism Charity League for Fantasy Football to help raise vital funds – anyone who wants to take part can contact me for more details –

<https://fantasy.premierleague.com/leagues/auto-join/okjqoy>



£10 per team with half the money going direct to the charity, and half going into the prize pot!"

## Con'grad'ulations!

Congratulations to George and Ana in Cambridge who graduated this month!



Congratulations to Alex M in Teddington who graduated from Kingston University with first class honours in Global Politics and International Relations. Alex was also chosen to give the graduation vote of thanks in the ceremony.

# Trust Pilot Achievements

"Thank you both for such brilliant customer service and support:) I am very impressed and grateful for all your help and look forward to the arrival of his new runners and a sister-in-law who can remain in blissful ignorance:) (Warehouse)"

"I would like to Thank Reuben in Leeds for the outstanding level of customer service He gave yesterday on my first ever visit to store. He approached me to offer help which I gladly accepted. My opening line was " I'm not a runner and I never will be" as I had been recommended to come to store by my podiatrist. I wondered if I may experience "specialist store snobbery" but there was absolutely none at all and I had a really great experience in store.

I have well over a decade of experience working in sales and customer service myself so I know fantastic service when I receive it.

At no point did I feel rushed or pressured. Reuben was polite, friendly, professional, knowledgeable, informative and really cared about getting the correct fit for my problem feet. I was there quite some time and tried on around 8 pairs of trainers, narrowing it down to the best fitting shoe for my needs."

"Marta's brilliant! I went to the store yesterday to look for new shoes. She carried out a gait analysis, explained the results, recommended several pairs to try and helped me make my choice. And made the whole experience fun

I'm not particularly sporty, but I couldn't wait to get home and try out my new shoes (Brooks Glycerin 20).

"Very friendly and knowledgeable. Chris helped me find the perfect first pair of running trainers, would definitely recommend!"

"Absolutely fantastic customer experience. I got my gait analysed after having knee pain during running. Simon analysed my gait for me and expertly explained to me exactly what shoe I needed. I left as a very satisfied customer!" (Darlington)



# Trust Pilot Achievements

"The best experience ever! I called the shop asking if they have Garmin forerunner 965 in stock, as they did have these, I went there to try it on and possibly to buy!! Very professional staff, friendly and chatty but what is the most important the most knowledgeable about their products. They were very patient and I didn't feel pressured at all and also tried more than one model of Garmin, they answered all my questions and were very helpful to choose the right one for me. Will be coming back! Thank you and keep up with your great work." (Teddington)"

"Went in to Shrewsbury to get my first ever pair of running shoes. What a great experience! Di was super friendly, knowledgeable and professional. She spent a lot of time with me. She did an in-depth video analysis, explained everything to me and gave me her recommendation. She brought me several pairs to try on until I found what felt best. She answered any questions I had and gave great advice. I left very happy and ready to get running! I've tried my new running shoes out and they feel amazing! I will definitely be a returning customer and I would highly recommend them to anyone. Thank you Di :)"

"I visited a couple of weeks ago to buy some new trainers after recovering from a foot injury caused by running in very old trainers. I cannot recommend the store highly enough. They checked my gait on the treadmill, listened to how much I run and recommended suitable trainers. My new pair are so comfy and like running on air. I am now back out running again building it back up slowly and no recurring problems from the injury." (Cambridge)

"Absolutely fantastic customer experience. I got my gait analysed after having knee pain during running. Simon analysed my gait for me and expertly explained to me exactly what shoe I needed. I left as a very satisfied customer!" (Darlington)

"Visited for a gait analysis and for some new running shoes. Knowledgeable staff, took the time to understand my issues. Great experience" (Basingstoke)

# U&R-aversaries!

In July we celebrated many U&R work birthdays ...

Anise, Edinburgh celebrated 1 year with U&R  
Barney, Birmingham celebrated 1 year with U&R  
Ben, Surbiton celebrated 1 year with U&R  
Dan, Cheltenham celebrated 3 years with U&R  
David, Harrogate celebrated 2 years with U&R  
Emma, LCC celebrated 10 years with U&R  
Joe, Chiswick celebrated 1 years with U&R  
Megan, Headingley celebrated 1 year with U&R  
Rob, Nottingham celebrated 15 years with U&R  
Stephen, York/Harrogate celebrated 1 year with U&R  
Stephen, Manchester celebrated 16 years with U&R  
Sue, Milton Keynes celebrated 5 years with U&R

