

Senior Hellmann Manager: Ricky Lake

Ricky Lake worked as a contract manager in central London, managing relationships with clients before applying for the role as a Trainee Hellmann Account Manager seven years ago.

What motivated you to apply for a role as a Trainee Hellmann Account Manager (HAM)?

"I got diagnosed with a serious illness when I was 30 and wanted to embark on a different role with less travel. All the cogs came together and it worked out well."

How was your first day?

"It was good; I started at the same time as Basildon Hellmann Development Manager David Hetherington. We travelled to Lichfield to get to know the team. It was great as we really got to know each other well, and we have worked together for seven years now."

"My first day was nerve racking, when I saw the other people who got the job at the same time as me it eased my nerves as I knew the people that I would be working with were good people. We got on well straight away."

How much support did you have when you were a trainee?

"I got lots of support from Neal who was our manager at the time. He had a lot of knowledge and experience. The team really helped to get me up to speed. David has a degree in logistics and is really knowledgeable."



What is a typical day at Hellmann like for you?

"It's often stressful and quite full on. The phones are ringing as soon as you arrive to make sure everything is on track. We work hard to try and get the best prices and win new business. The afternoon is the same, and then you go home for a lay down! I wouldn't change a thing though, the fast pace keeps me on my toes!"

What do you enjoy most about the logistics industry?

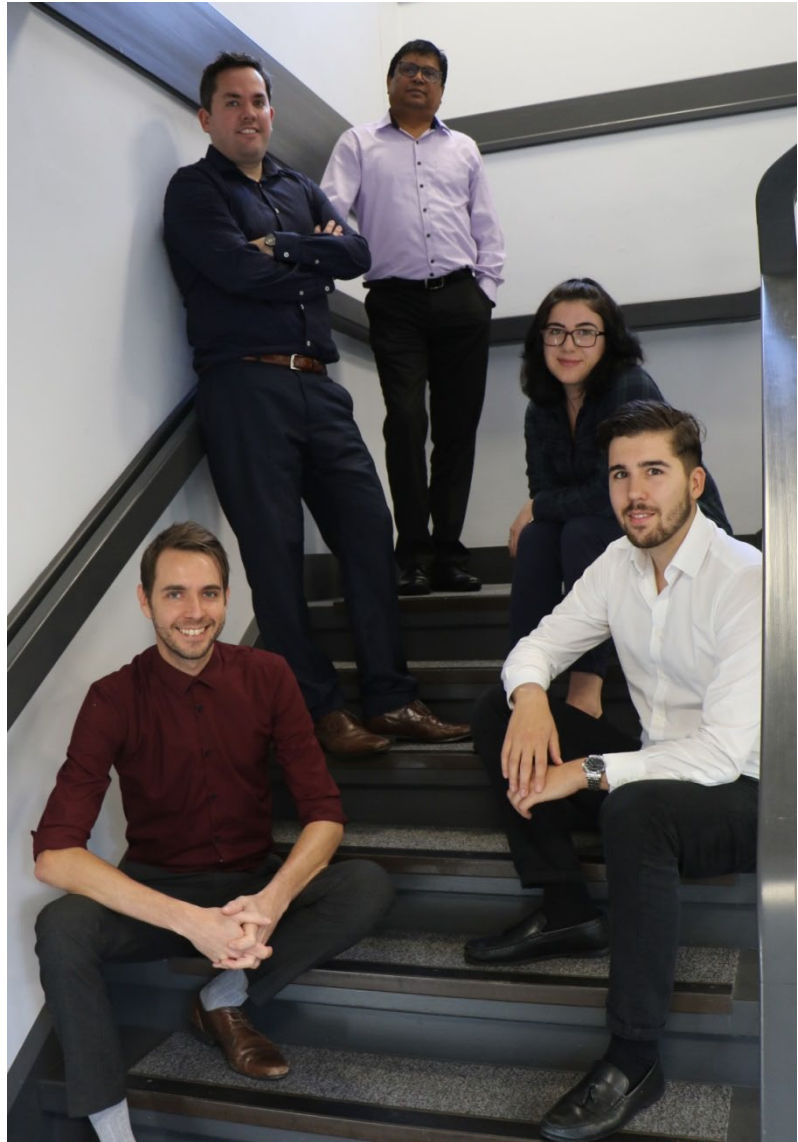
"Bringing on new accounts, hitting the phones, seeing how we fair with price. Getting positive feedback from customers when you are hitting the phones and someone sounds interested and willing to give you a chance, that's what makes it worthwhile."

Successes' and interesting projects...

"Retaining longstanding customers, I like building up a rapport with my customerbase. I still have accounts today that I set up seven years ago. That's a great feeling!"

What are your long-term aspirations at Hellmann?

"I enjoy the job, it's so full on hitting targets each month, the unknown keeps it interesting. I would like to progress up the ladder eventually, I am happy to stay here until I retire."



Summarise your experience at Hellmann in one sentence:

"A rollercoaster, you never know what the next day is going to bring, and that's a good thing! Every day is different, I enjoy the thrill of the unknown."

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