



An apprenticeship is an excellent way to get your foot in the door and work your way up to become a key member of the business.”



Name:

**Katie-Louise
Thompson-Friend**

Job title:

**Fulfilment Customer
Service – Account
Manager**

Company:

Woodland Group

Pathway:

Apprenticeship

What advice would you give a young person considering an apprenticeship?

It is an excellent way to get your foot in the door, learn an incredible amount across all areas of the business and from different experts, grow into a key member of the team and create a great career path for yourself.

Why would you encourage young people to consider a career in freight forwarding or logistics?

I would strongly advise a career in freight forwarding. It's not just transport but sales, IT, marketing, fulfilment, eCommerce, design, customer service - there are endless opportunities worldwide and there is a job everyone.

How did you get into the industry?

I started as an apprentice and then worked across every department learning all aspects of the business.

What does your current role entail on a day-to-day basis?

Currently, I look after one of Woodland Group's leading customers. This involves stock control, processing orders, delivery updates, monthly reviews, client management and development planning etc.

Tell us about the best parts of the job.

I personally love the relationship you build between you and your customers.



What is the most interesting product that you have shipped?

The most interested product we have shipped to date is WRX rally cars!!

What advice would you give to young people when they first get into a role?

You have two ears and one mouth. Take in as much as possible. When you talk, you are only repeating things you already know. When you listen you will learn something new. I would ask after 6 months in your role if you can move around the company and see if there is another department role you can learn. This will only allow you to gain more knowledge in the long run.

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How important is support from your colleagues?

Lean on your colleagues as much as possible. They are only going to make you stronger.

What is your proudest achievement?

My proudest achievement so far would be standing in front of a room of new colleagues, CEO, MD, and senior managers of our USA offices, presenting to them why they should work for Woodland, what opportunities there are and what this new space and location could bring with it for all stakeholders.

Finally, can you remember what you spent your first pay-check on?

I took my friend to Dublin for her 18th. £69 flights and hotel on Wowcher. (bargain!!)



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