

Welcome to our January Newsletter.

It hasn't been the start to the year that we had all hoped for, but with the vaccine rollout now under way I remain optimistic that it won't be too long until things start getting back to normal, and we can begin to rebuild our industry.

Our business may not be trading, however I am in the office everyday working on improving our company and finding new creative ways to bring value to our customers. I have been reviewing our standard operating procedures with the intention to enhance our systems, refine our touchpoints with customers and expand our lines of communication. I have some exciting new initiatives I look forward to introducing when we eventually re-open.

TVC staff are taking advantage of their free time and are currently engaged in a bespoke online training course, specifically focused on our business and industry. The training is designed to enhance their knowledge of our customers and their requirements, and further develop their customer service skills to ensure we continue to deliver the highest standards.

I am confident that when restrictions are lifted TVC Leisure will emerge a stronger and more efficient company, with a renewed focus to supporting our customers and providing our gold standard service.

Adam Jenkins
Managing Director



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NEWSLETTER



Support Grants

There are two support grant schemes available from local councils for businesses that are forced to close due to the pandemic.

Please click the links below for more info:

[Local Restrictions Support Grant](#)

Cash grants for businesses that were forced to close due to the local tier system.

[Closed Businesses Lockdown Payment](#)

A one off cash grant for businesses that have been forced to close due to the January national lockdown.

Contactless Payments



TVC Leisure remain at the forefront of the industry when it comes to utilising the latest technology.

We have supplied digital jukeboxes with contactless payment facilities for past 2 years, and in 2020 introduced the new Game Payment App to accept contactless payments on our gaming machines.

In 2021 TVC will be adding a new range of pool tables to our extensive selection of equipment that will also include a contactless payment option.

This will ensure that TVC customers can have a full suite of equipment supplied to their venues, all comprising the latest payment technology

Read our latest installation blog for a new customer in Oxfordshire

» [Click Here](#)

TVC Text Messaging Service



What separates TVC Leisure from the competition is undoubtedly our service and our ability to adapt.

Last year we recognised a common trend, that a growing number of customers preferred to send a text message to report a fault or quickly ask a question rather than call our service number.

In response we introduced a new text messaging service, that enables our customers to send a text to a dedicated number which is instantly delivered to the entire team.

The new line of communication has been well received by our customers, with over 70% having sent a text through the platform since its launch.

The system offers speed, convenience, and reassurance to our customers, who can see when the message has been read. It also enables our staff to respond quickly and efficiently.

Machine Upgrades For Re-opening



As a leading supplier of gaming and amusement machines, TVC Leisure are committed to supplying our customers with the latest equipment and regular upgrades.

Unfortunately, due to the difficult trading conditions we have experienced over the past year with lockdowns, closures, and tier systems it became a challenge to fulfil this commitment to our usual standards.

I want to assure our customers that once a date has been set for our industry to re-open, TVC will begin a large-scale machine movement and installation process.

We will ensure that any machines removed from site for social distancing measures are reinstalled, and that all machine change requests and upgrades are fulfilled, in preparation for opening day.

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Meet the Family



Michael Jenkins
Founder



Adam Jenkins
Managing Director



Julie Jenkins
Director



Daniel Jenkins
Service Manager



Jade Jenkins
Office Manager