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Two heads are better than one

by Jez Gee

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The boom in online shopping thatâ€™s taken place over the last decade has fuelled a corresponding boom in the delivery industry. As more and more people skip the high street and get their TVs, computers and sofas delivered directly to their homes, more and more companies have sprung up to take advantage of the business opportunities this growing market presents.

Unfortunately, a lot of these delivery companies turn out to be less than reputable â€“ a quick browse of the internet reveals countless horror stories of damaged goods, surly deliverymen and in some cases companies who just take the money and run. Itâ€™s not just small operations that can be guilty of poor service either - many of the well known delivery companies will happily present you with damaged goods or dump their delivery on the doorstep if they donâ€™t get an instant response from within a property.

The reason for these frequent delivery indiscretions is usually surprisingly simple â€“ only one man is doing the delivery. Confused? Allow me to explain - the increased amount of work available has placed the private postal services under a great deal of strain â€“ suddenly their infrastructure is being stretched to its limits and as they attempt to serve more and more people within a limited timescale their standards inevitably fall. One of the measures that delivery companies have taken to try and cope with their new circumstances is to reduce the standard 2 man deliveries teams down to one man, theoretically doubling their delivery workforce. However, because these one man teams are so busy trying to meet their delivery targets, the result is not only a lower standard of customer service but a limited ability to deliver larger products such as furniture and electronic goods.

This is why, whether youâ€™re a consumer or a supplier, ideally you want your orders to be collected and delivered by a two man team. Two man teams are able to provide a far higher level of customer service, and not only can they ensure that a product is taken care of far more easily, they are also far more flexible in terms of the cargo they can deliver.

If youâ€™re a customer dealing with a company who delivers via a 2 man deliveries team youâ€™ll find th in most cases that team will be only too happy to delivery the item not just to your door, but to the room of your choice. This is particularly useful when youâ€™re receiving bulky or awkwardly shaped items, or if the person receiving the delivery is elderly or less able bodied.

If youâ€™re a contractor using a two man team you can both provide a much higher level of customer service, (and thus increase the probability of repeat business) and ensure that you greatly reduce the chances of good being damaged in transit. This is not just because two men can carry and pack a wider range of goods tat a single courier, but by using two men you also cut down your reliance on machinery â€“ a common cause of damaged goods.

So if youâ€™re a customer who wants to ensure that your goods receive the best possible standard of care whilst you receive the best possible standard of service, when youâ€™re next choosing a delivery company remember that two heads are better than one.

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Jez Gee - About Author:

Jez Gee is a freelance writer who lives in London and is tired of receiving damaged good through the post. The author doesnâ€™t like waiting in for his 2 man deliveries.

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