

# HEADLINE

DESIGN & PRINT



Working in the charities sector



Working with clients in Woking

Headline Communications is printing material to help promote the exhibitions and activities at one of Surrey's leading gallery and museum venues.

## Client Profile:



**The Lightbox is a public gallery and museum located in Woking, Surrey.**

Three galleries host a range of exhibitions, changing regularly and it has a free museum of local history - 'Woking's Story'. The Lightbox was opened in September 2007. The Lightbox is a charity and a limited company. The team is overseen by a board of Trustees and there is a large group of invaluable Volunteers. For details visit [www.thelightbox.org.uk](http://www.thelightbox.org.uk)

*"I'm amazed at the quickness of service. Proximity helps but most jobs are done within 24 hours and sometimes the same day"*

Pru Chambers, Marketing Manager

# The Lightbox



## Pru Chambers, Marketing Manager, The Lightbox

"I joined The Lightbox in 2013 and have spent my enjoyable career in various arts marketing roles in the south east before coming here. Headline were amongst the suppliers already undertaking print for The Lightbox when I joined. I quickly liked their style, understood what they could offer and their proximity to our gallery is a real benefit.

As a charity cost control is obviously a key factor for us. Headline is one of the printers we use and we've always been happy with their approach to pricing.

The service from Headline is so good. I'd go as far as saying I'm massively impressed with the speed of service. Every email is replied to the same day. For example, our exhibition team

needed vinyls last minute. They were done the same day and delivered personally! Speed is no good without accuracy and Headline have both.

Headline have recently done some fliers for an upcoming exhibition called 'The Story of British Comics So Far'. An interactive journey through the past, present and future of the ever-changing medium of sequential art. The Beano, Eagle and 2000AD and all that! We expect it to be popular with all ages and are delighted with the creative that Headline came up with for us."



## Client service and what a successful business relationship is really about.

One example shows Headline's client service philosophy. We have an onsite poster that fits inside a frame by our main entrance. A new poster was needed but when Headline delivered it, the size was wrong - it was too small. It was printed again, but the problem remained. Mark came over and took measurements. One of our team had inadvertently written the dimensions down incorrectly, getting two numbers the wrong way round. A third version duly arrived, hand delivered, and it fitted perfectly, although we were only charged for one - typical Mark!

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