



Star Refrigeration Ltd Bristol Branch

We are in business to secure a better future by using the best people, systems and technology to deliver quality temperature solutions.

24/7



Your Local Branch for All Your Refrigeration Needs

Star Refrigeration – Bristol branch has been established in the South West for over 30 years.

Star Refrigeration is the largest independent industrial refrigeration engineering company in the UK, established in Glasgow in 1970. With over 250 employees worldwide, we provide fast response and 24-hour technical support from a network of nine branches to customers throughout the whole of the UK.

Star prides itself on being unique within the industry by putting customers first. This is why all Star branches, including the Bristol branch, are not just outposts of the head office. They are almost autonomous, and supported locally by a multi-disciplined team of sales, technical and administrative personnel. Business support systems and processes are standardised throughout the company and deploy the latest technology.

This professional local support is complemented by our complete range of services – from design through to commissioning and maintenance of cooling solutions which are proven to reduce energy consumption, increase efficiency and drive down lifecycle operating costs.

Many of our South West of England customers require rapid support when a refrigeration/production related problem arises. At all times we endeavour to provide onsite support within 2 hours of notification by employing skilled engineers from within the immediate geographical area.

Star Refrigeration promotes youth employment through its apprenticeship scheme and has been recognised as one of the top “100 Best Companies to work for” by The Sunday Times.



Customer Benefits

- Dedicated, fully qualified engineering team for the South West area
- Rapid response time, typically within 2 hours
- Aftercare to ensure continuous smooth operation
- Experienced management and engineer teams readily available 24/7
- Highest standard of Health & Safety with continuous improvement
- Mutually beneficial partnership: Maintenance Contracts are delivered to time, cost, quality standards and with minimum disruption of services
- Design and consultancy teams available for customer's new projects and energy initiatives
- Corporate level support for UK wide customer sites
- Security from working with a company recognised by industry as a benchmark in technology and innovation
- Continuous creation of employment & apprenticeship opportunities within the local community
- Peace of mind from working with an environmentally conscious, technically reliable and financially sound company

Bristol Branch Staff

Regional Manager

Mike Hallam



Mike has been working with Star Refrigeration for 27 years. He has had roles at the Bristol office as Service Supervisor, Service Manager, Branch Manager and, more recently, Regional Manager. Mike has a wealth of knowledge in most aspects of refrigeration and is more than willing to help with any enquiries our customers or potential customers may have.

Service Manager

Gary Jones



Gary joined Star in 2015 as South West Business Development Engineer and was promoted to Service Manager in 2018. Gary is responsible for the day-to-day operation of the Branch, its employees and customer site activities in the South West of England. Gary's 32 years' experience in the refrigeration industry ensures that all our customers and work colleagues receive the highest level of technical and commercial support at all times.

Contracts Manager

Ray Johns



Ray joined Star in 2003 as a Refrigeration and Maintenance Engineer. In January 2005, Ray started his role as Field Supervisor which involved both office and site based duties. In August 2015, Ray became Branch Contract Supervisor, which involves running installations from start to finish, ordering materials, site labour and compliance paperwork.

Service Supervisor

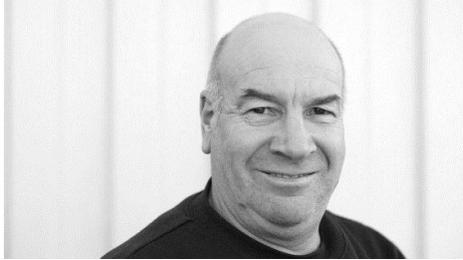
Craig Bayliss



Craig joined Star in 2007 as a Refrigeration and Maintenance Engineer and was promoted to the role as Field Supervisor in 2016 which involves both office and site based duties. Craig's role includes assisting the Branch Service Manager, delivering technical support in the field and liaising with customers.

Service Controller

Paul Willis



Paul has been with Star for over 20 years. He is the first point of call for customers and can quickly utilise the engineering resources to provide support for service, maintenance and technical issues. He ensures we deliver our contractual obligations to our customers whilst complying with statutory and company procedures.

Branch Administrators

Sally Read & Jo Hebditch



Sally & Jo are the branch administrators, providing support to the service department. Among the many tasks they undertake are the processing of contract renewals, scheduling maintenance visits, customer invoicing and preparation of customer meeting minutes.

Regional Sales Manager

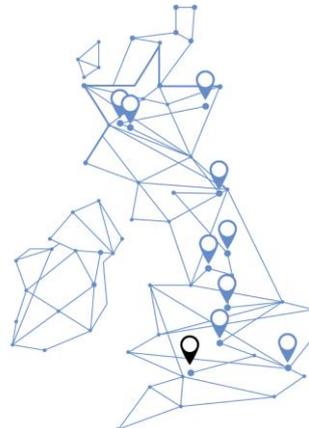
Valgard Bertschinger



Valgard joined Star in December 2014 as a Technical Sales Engineer for the South West. He has since progressed to the Business Development Manager (BDM) role for the region. Valgard gained a Mechanical Engineering degree from Leeds University and has 7 years' experience working in both renewable energy and aerospace engineering fields.



INVESTOR IN PEOPLE



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