

Cymraeg yn y Gweithle: Morgan & Davies

The estate agents Morgan & Davies have been established for 30 years. Morgan & Davies are a Welsh family-run business with offices in Lampeter and Aberaron.

What service/s did your Welsh language in Business Development Officer provide for your organisation?

We've received Welsh language badges and also Welsh translation services from the Development Officer. We'll be able to use the translated poster as a template from herein from year to year. Also we've attended a social media awareness session on how to use more of the Welsh language effectively in business. The Development Officer has mainly given us the guidance and confidence to use more Welsh in our marketing efforts.

Was increasing the use of the Welsh language in your business something you'd thought about before?

Yes, but unfortunately there was never enough time and no confidence.

What's your background, and what were your feelings about trying to use the language in your business before working with your local officer?

We're a Welsh family-run business established 30 years ago. We had noticed that there is a market to use the Welsh language in business which will give us the competitive edge over our competitors, as others don't use. There is a market out there, and customers prefer using a local company; the feedback we've already received is that they trust is more.



What was your experience of the service?

The service is excellent. It's quick and responsive – which is really important in business. It's also very professional.

Have you had a positive response to using the Welsh language where you can in your organisation?

Yes, we've received positive feedback from customers who've stated that they like seeing the Welsh language being used on Facebook. They also like to come into the office to speak Welsh with the staff and to hear them answering the phone in Welsh. Especially the elderly, they feel safer and trust us more because of the Welsh language