



Between the Lines

The Inside Story

THE SCRIBBLER - PHIL DiDOMENICO'S WORDS TO LIVE BY.

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Fitting into our Genes...

Our employees "YOU" are number one on our list of assets and customer service is a very close second. We are transparent, trusted, honorable and credible and we are respected by all the people that know us.

Focus on customer service, our culture and your contribution to this effort. Our customer is part of our business, not an outsider, consider ALL of our customers as guest in your house and when they ask you for something it should be your pleasure to help them; don't consider it a favor, try to forget how inconvenient it might be for you at the moment when dealing with a customer, we are obliged to treat each one as our only customer and your top priority the moment they contact us, they expect and deserve a sincere and personal response to their complaints, questions or request. Every situation becomes an opportunity to develop a loyal customer. Everything we do should make a statement toward our purpose of exceptional service.

"The quality of our service is only what our customer says it is, when someone else blows our horn the sound travels twice as far."

**Tenth Commandment:
Thou Shalt treat customers like family.**