

Listers Building Plastics,
Leek Road,
Stoke on Trent,
Staffordshire.
ST1 3NF.

F.AO Phil. Warren (Sales Manager)

Hi Phil,

Our company prides itself on a job well done and it is to this end that we feel compelled towards taking the unusual step of writing personally to you to congratulate you on the job well done by your trade counter.

As a company we have been offering our services throughout the North West for the last four years steadily growing out of our infancy and beginning to become an established company with a reputation to uphold.

As we have steadily become established over the years we seemed to attract the attentions of other suppliers offering or should I say purporting to offer the same services as yourselves.

They always appear with the same opening gambits of lower prices and first class service, of course you try them out , what have we got to lose? However, what is always the case as we have learned over time is that when trying your competitors out they always fall so very short of what we have come to expect from your company.

There is nothing more annoying to a tradesmen than going to a counter and waiting ages for another member of staff because the man behind the counter who only started last week does not know what your on about, also we notice your competitors seem to have a very high turnover of staff indeed leaving no time to strike up those all important relationships with trade counter staff which serve to create the friendly atmosphere so readily apparent upon entrance of your premises.

It never ceases to amaze us but I don't think there has been a time during all the years of trading with you where we have heard those immortal words so very often uttered from your competitors mouths, "I'm sorry mate! We don't stock that item you will have to wait till we get it for you", this is probably one of the main reasons our installers make a bee line for your company when they are in dire need of a part.

Friendly relationships help us with sorting out delivery issues in an effective manner and because your staff are always knowledgeable, competent and efficient it is always a pleasure to visit your company.

