



## TESTIMONIALS

# Customer Service Testimonials

Just wanted to take a moment to tell you how much I appreciate Casey's efforts. I've needed support, clarification, and other help over the last year and Casey is just GREAT!! For the vendor/manufacture alignments that I deal with, she is at the top. Always helpful, always responsive.

**Joe Doles-Staples**

I was so glad to see that I could comment on this service. I can honestly tell you I am not use to such professionalism. I was going to let Diane know how impressed I was with the way she was handling my request. Super work!!! I honestly don't get the opportunity to say this very often and when I do have the chance I always say so and the fact that her supervisor gets to know too is a bonus!!! Keep up the great job and I commend Diane and your company for such excellent customer service.

**Trudy Needler**

Tina always answers questions promptly, and provides invoices and credit memo's in a timely manner when we request them.

It makes my job easier knowing I have a "go to person" that will "get it done".

More of our suppliers should do business this way.

**Gail Fletcher**

**New Pig**

Just sending this email in response to the great customer service from one of your employees. I called and requested a packing list and Tina was very professional and helped me out right away in getting me what I needed. Thank you Tina for your quick response .It helped us in getting our product received right away.

*Denise Toth*

HDSUPPLY- Facilities Maintenance

I'm just letting you know Vickie LeCompte is our sales rep for Anderson  
She is and outstanding Rep She gets back to me every time I call very promptly and is a very  
Sweet person has always answered all my questions promptly.  
Thank you for having one of the greatest reps.

Judy Modrak  
President of Modrak Products



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Trudy Needler

We at Eagle Paper have a program that we call "Be The Best". Our mission states that we want to be seen as the best to our customers, our competitors, our vendors and ourselves.

In an effort to achieve this mission I will only work with suppliers that "partner" with us to be the best. Andersen Mat has become one of those suppliers.

To me, Vickie is the face of Andersen Mat. She is an absolute pleasure to work with. She is professional, prompt to assist and patient when it comes to helping me understand what is needed from me.

Just as we like to hear when we are doing well, I know that you do too. I wish that I could pick out one instance when she has helped but every time I place an order she helps. I am comfortable in the knowledge that if I do make a mistake she is there to fix it and make sure that the order is correct, before it's too late to change.

The Andersen Mat team is one of our "partners", and for me, Vickie leads the way.

*Gina M. Bertuccio*  
Purchasing Manager  
Eagle Paper

I spoke with Tina Walden, I was looking for a special product for my customer and Tina knew just what to recommend. She was so nice and helpful I wanted to drop you a note telling you how wonderful she was to work with. Anderson is lucky to have Tina representing the company.

Lisa Cox  
Business Development Specialist  
American Hotel Register



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I always enjoy working with the people in your company.

**CHERYL SANDS  
EVERGREEN SOLUTIONS LLC**

I have been working on a small but important project with Eloisa and Ms. Wright. Both of them have been patient, informative, and instrumental in xpedx capturing this additional sale. It is because of your stellar employees and excellent product that I not only recommend, but insist on Andersen Mats to my customers!

*Deanne Hall*  
**Facility Solutions Sales  
Tampa Division Xpedx**

Just placed a recent order for some custom size mats and wanted to say that Vickie LeCompte was very helpful in assisting me. I ordered these last Tuesday 1/03 and received them on 1/06. My customer is very pleased and thank you gals for making me look good.

**TODD HUGHES  
PROJECT MANAGER  
CONTINENTAL COMMERCIAL FLOORS**

A quick note to tell you how great Karen and Eloisa are for us. Their service is prompt and helpful.

**Chuck Gravelle  
Holland Cleaning Solutions Ltd.**

I am just writing to let you know that you have a great employee in Vickie LeCompte. She always gets me the information I need, most times within an hour. She is always very pleasant and makes buying from your company a pleasure! Thank you

**Karen Fortunatus  
Buck Supply**

I am just dropping you a short note to let you know that in my opinion – Vickie is **WONDERFUL**. She is very quick in getting back to me with my questions and is always willing to help further. She's the BEST.

**Amy  
Kellermeyer Company**



## **TESTIMONIALS**

Just wanted to send a note to let you know Vickie is great! I am a relatively new manufacturer's rep hired by Jason Pierce. Vickie is my "go to" gal when it comes to samples/lit/questions and she is very prompt and professional. She and everyone at Andersen are a pleasure to do business with.

**Aime Cedrone**  
**AMVAL Associates**

Tina provided a quote for me and was very helpful. She knows product is efficient and pleasant.

**Bob Mattison**  
**Sales Engineer**  
**Rogan Inc.**

I called this morning to check price and availability on one of your mats. I gave Vicki unusual instructions and a purchase order which would allow us to pick the mats up in LaGrange tomorrow. Before I could give her time to place the order in her computer, the plans from my customer changed. Before I could leave the message in her voice mail to call me, she was already on the phone letting me know she had completed the order per our conversation. Almost too quickly!!!

Our customer is completely changing the way they manufacture their product and is demanding many, many items from us on Next Day Air basis. We have been working under these conditions for several weeks and this interaction with Vicki was the easiest I have experienced yet. Great job, Vicki!!!!

**Wes Brownlee**  
**Cail Tool & Machinery, Inc.**

**TINA IS "THE GIRL"..ALWAYS HELPFUL AND QUICK TO RESPOND... SHE'S THE BEST!!!**

**LEWIS/MPC MAT MAX**

I noticed a link at the bottom of Tina's email and wanted to let you know that it is a pleasure working with her! Her responses are always prompt and she is very helpful.

**Monique Gerken**  
**Uline MN Quotes Dept - Team**  
**Lead**



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Tina Walden-She is doing great, good job, you got my vote for vendor of the year!

**Tony Nedeljkovic**  
Sales Consultant  
American Hotel Register Company

Rene Dowdy-She is such a pleasure to work with, she is always so helpful.

**Linda O'Brien**  
Perfect Flooring

We are all in this together and we need to be each other's cheerleaders. Our vendors and customer's kindnesses keep us going, especially on those tough days.

**Ginny**  
Spirit Enterprises

Just to let you know, we feel that Rena is a real asset to your company - she has a strong product knowledge, and also has a real personable manner, always willing to do what it takes to get the job done. In our opinion, she provides superior service! I will be checking back with you in January to see if she gets the 30% salary increase that she obviously deserves (make it 32%--to cover cost of living). Seriously, we wanted to take the time to tell you that we really appreciate Rena, and the fact that she makes ordering from The Andersen Mat Company a pleasure!

**Bob Surber**  
Anderson Sanitary Maintenance Products

I have been dealing with Kay Gollither a few years in regards to Logo Mats, walk-off mats, & various other products from The Andersen Company. I have discovered that working with Kay & other staff members in reference to Logo Mats has always been a pleasant & rewarding experience, but the bottom line has been to achieve customer satisfaction with little & no problems. I recommend the use of Andersen mats to all my customers, due to the expertise & courtesy of your staff plus the quality of products.

**August J. (Augie) Lamanna**  
Ideal Distributors

Please pass on my sincere appreciation to Tina Walden for her wonderful customer service and total professionalism that has displayed yesterday helping us with our inquiry.

**Easton Ketchin**  
Hetep Supply Company



## TESTIMONIALS

I just had the pleasure of working with Casey on a big project for a local school system. She got the quote right back to us yesterday and then, of course, we had a few twists and turns this morning to finalize it. Casey did everything with a smile and her expertise and dedication to getting the job done efficiently was just great. That helps me so much in getting the proposal ready for the customer. I have had great experiences working with Andersen- and Casey deserves an "atta girl"

**Ginny Robinson  
Spirit Enterprise**

I just want to let you know that Kay always does a great job. She is gracious, knowledgeable, and helpful without fail.

**Karen Sue  
UpBeat, Inc.**

Just wanted to let you know that Kay is always helpful and friendly.

**Susie Grubb Spectrum Janitorial Supply**

I wanted to pass on how impressed I was with the help I received from Ms. Thurman. She was incredibly helpful and efficient, going above and beyond with my difficult request. We had several different specifications for a mat and she filtered through each one to identify our best option, then sent over the above literature to finish our request. I wanted to commend her for her excellent service and applaud her for going the extra mile to assist me. We have several mat vendors for our company and when giving recommendations, I must identify the best option; in the future, I will always contact Andersen because of the distinctive service I received from Ms. Thurman. Thank you for making a difference in the way I approach purchasing mats.

**Meaghan Gladden  
Purchasing & Inventory Control  
Meyer Laboratory, Inc.**

I just wanted to tell you what a big help that Tina Walden is to me every time I contact her. She always answers emails and questions promptly and has always been willing to help with what I need, whether it's a product question, problem or whatever the issue is.

**Monica Wieland  
Technical Service Specialist  
New Pig Corporation**



## TESTIMONIALS

I just wanted to say that Eloise helped me out wonderfully today for a quote that will be an order. Thanks to her I also have a current price list in soft copy. Her attention and readiness was a breath of fresh air.

**Veronica Ines**  
Central Sanitary Purchaser

I just wanted to share with you that I had the pleasure of working with Eloisa about a month ago, on a nice matting order for one of my biggest accounts. She was prompt and helpful on every one of my queries. They received their new mats on time and with-in budget, as promised. Target Corp is all about customer service, so it's nice to receive some of our own "medicine", if you catch my drift.

Thanks much. I will be contacting you folks for these types of needs again in the future.

**Ty Tallakson**  
Target

I thought I would drop you a quick note to say that Eloisa is always one of the most pleasant people that I deal with. She always has the right answers to whatever I need! She makes us (Gases Plus Norco) look good selling Andersen mats!

**Brad Barr**  
Gases Plus Norco

I want to thank Kay and her staff for, again, making "lemonade from a lemon" or "making a purse from a sow's ear."

I sent to her two logomat applications last Friday. One request had some decent information and a website as a reference. The other request, which you can see below, came from my "sketch" and reference to a previous Andersen design.

The proof sketches are timely and beautifully prepared. We will present both designs to the two customers later this week. We expect that we may have to "tweak" the artwork below but we now have an attractive, colorful document from which to discuss and work.

Thank you Andersen for providing such a helpful process and logomat product: thank you Andersen for employing the creative and customer-sensitive Kay Golliher.

**Craig Maurer**  
President  
Nelson Industrial Supply Co.



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Eloisa-Her response time was excellent and detailed so that I have no questions.

**Chris Zehnder**  
Westport supply

Vickie has always been on the top of my list. The improvement I have seen in Rena over the past year has been nothing short of amazing. We deal with so many vendors and I only have one other that I would put in the same category as I would Vickie and Rena. Just wanted to take the time to tell you how much all of us here at The Durkin Company appreciate the exceptional customer service we receive from Vicki and Rena every time we contact them.

**Cheryl E. Bittner**  
Customer Sales & Service Manager  
The Durkin Company

Kay Gollhofer is an asset to Andersen! Courteous, efficient, pleasant.

**Carol Veitkus**  
Expert Floor Matting

I just wanted to thank you for Vickie.

I worked in a call center environment for 8 years and know the daily grind that comes along with the job. Vickie is awesome always asks how the kids are, is pleasant no matter how obnoxious the request, a wealth of knowledge and an awesome asset to your company. She is always a pleasure to deal with even if she didn't get me an Anderson shirt :-).

**Ken Hayes I.C.E.**  
New England Maintenance Depot

Vickie-Customer service is very important, you got a winner!!

**Jerry White**  
CLEARFIELD WHOLESALERS PAPER



## **TESTIMONIALS**

I am the Purchasing Manager at Phillips Supply Company in Cincinnati, OH. I honestly don't have any questions or concerns in regards to Vickie LeCompte but I did want to point out that she is excellent at her job and is a true asset to your organization. She is always prompt, courteous and responds quickly. She is eager to offer assistance and is truly a pleasure to work with. I did customer service for many years and also supervised customer service and I know first-hand how difficult a job this can be and how hard it is to find good people. She is a shining star in my book and I hope to be able to work with her for a long time. She makes me look good!!

**Sue Juszczynski**  
**Phillips Supply Company**

This is just to let you know that Casey does a first class job. She is very knowledgeable and delivers with the quickest response time of any customer service rep that I have dealt with. It would be too good to be true if all the reps that I deal with from other companies worked at even 75% of the capacity that Casey delivers.

**Barry M. Statchuk**  
**Semco Paint & Janitorial**

I WOULD LIKE TO THANK ELOISA FOR HER PROMPT RESPONSE IN GETTING BACK TO OUR COMPANY ON ANY QUESTIONS ON PRICE DELIVERY OR TECHNICAL QUESTIONS THIS MAKES IT A LOT FASTER ON OUR GETTING OUT QUOTES WHEN CUSTOMERS ASK FOR A QUICK TURN AROUND TIME.

**Jeff Davis**  
**The Rembert Comp.**

I just talked with, and then e-mailed back and forth, with Vickie L. LeCompte, and I want you to know that she is in every respect an asset to your company. Polite, cheerful, and ever so helpful, as are all of the customer service representatives for The Andersen Company that I've dealt with over the years.

**Tom**  
**Flintile**



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**Jeff Davis**  
The Rembert Comp.

**Just wanted to drop a line and say how happy I am with the service from Anderson matting Casey Wright seems to be very efficient. Have a great day...**

**Scott Whiteman**  
Action Industrial Group



## **TESTIMONIALS**

Just a quick note to let you know that I've received \*excellent\* service from Casey Wright and Eloisa Thurman in the last couple of days as I've prepared for a customer presentation.

**Terry Wentz**  
COPACO, Inc.

**CASEY IS ON TOP OF THE FOOD CHAIN IN CUSTOMER SERVICE. I TALK TO A LOT OF CUSTOMER SERVICE PEOPLE IN 40 YRS. SHE STANDS OUT AND DESERVES THIS RECOGNITION. MORE COMPAINES NEED A CASEY WORKING FOR THEM.**

**MEL KRAMER**  
Storage Products

I wanted to take a moment and let you know what a pleasure it is to work with Vicki. We recently had an issue concerning our customer's dissatisfaction regarding the color of a mat they received (our PO#2681C). She addressed our issue and assisted us with the correction in an extremely quick and efficient manner; our customer was very pleased with our ability to respond!

**Cindi Rayno**  
Hill and Markes Inc.

Kay has done an excellent job helping me today. She has been extremely helpful and very quick to reply to all of my emails.

**Sara Downs**  
M.A.R.S. Workwear