

# SEP TIMES

## Word from Our Customer

“Good morning Vic,

I hope your day is going well, I wanted to drop you a quick note and let you know how much we appreciated the quick response Mary Ann and Scott provided this week. We would have been unable to make the production we were planning if Scott and Mary Ann would not have went above and beyond what we would have expected out of any vendor.

Mary Ann was instrumental in getting us the pump seal we needed in a timely manner, as well as assuring that the pump seal we were ordering would be able to ship in such a short window. This is just another example of the great service she always provides us.

Scott provided us a level of service on Wednesday that is truly the gold standard. We only had one person in the shop that knew how to change the pump seal, but Scott came out early and was ready to train 4 more maintenance technicians. Even when UPS had an issue getting us the pump seal before 10am, Scott was in a good humor and stayed with us, until UPS did arrive. While we were waiting he walked us through step by step on how to remove the old seal and what the parts of the seal are, he then walked us through putting the seal in once it arrived. He was instrumental in helping us getting this pump back in service.

Thank you for your people’s time and dedication to your customers!”

**Thank you to Scott Taylor & Mary Ann Davis for going above and beyond to meet these customer’s needs. We always like to hear great customer feedback!**



# October



## Anniversaries

David Baker 5 years

Cody Rollins 5 years

## Birthdays

Preston Reese 10/1

Sam Adkinson 10/16

Jonathan Patterson 10/25

Tim Clark 10/27

## New Employee

Please help us welcome **Colby McKnight** as our new Marketing Director. Colby and his wife, Adrienne have been married for seven years and they have three children ages 6, 4, and 1. Colby and his wife met in college at Augusta State University where he graduated with a Bachelor of Arts: Foreign Language. Colby says that as he has become a parent he realizes there isn't much time for personal hobbies but says if he had to choose it would be anything to do with graphic design and digital work. In his spare time he also enjoys spending time with his family and playing golf.

