

Customer Service at Its Best

Tina Taupenot rushed in to the EGPS Print Shop office one afternoon recently to pick up her order of 600 flyers for the variety show at Rock View ES the next day.

Robert Russell, who was on hand to help her, opened the box to see what the product looked like, something customers don't usually do, but she was anxious to see how they came out. Unfortunately, the box was labeled for Rock View, but the contents were for another school.

They walked over to the Customer Service office to find Marina Ortiz-Munoz still at work. While Robert offered to reprint the flyers, Marina researched the job on Filemaker. She was able to figure out that the Rock View job was switched with one scheduled to be delivered to Stedwick ES. She called Stedwick and was told that they had not yet received their job.

She ran over to the DMM Warehouse, where Matthew Moeller led her to the mailroom. Only the evening cleaning crew members were there. Being familiar with the facility, they were able to locate the box, based on Marina's information. They opened the delivery truck on which the box was loaded, and there it was.

Marina called Robert back in the Print Shop and told him that the box for Rock View was found. This was convenient because Robert had run into a glitch trying to get the job reprinted.

This team always goes the extra mile with customer service. Our customer left satisfied!



Marina Ortiz-Munoz