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Romtec Efficiency

by David Smith



A few nights ago I called my telephone service provider to discuss some unexpected charges on my bill. I thought it would be a quick call with some easy answers, it was not. After being transferred to several different customer service agents and not getting anywhere but more confused, I decided to call back the next day hoping to talk to someone with more intelligence. When I called back, I again was transferred to a few different customer service agents. They all were unclear as to why the charges were on my bill and unable to remove them. I started to feel frustrated and finally told one agent that I would like to cancel my service. He then transferred me to another agent who finally fixed my incorrect bill and even asked "Was that really your only problem?" Even he was shocked at the amount of people trying and time it took to fix the problem.

There are times when mishaps do occur. At Romtec we do our best to solve any problems quickly and efficiently. At Romtec your call will be answered by an intelligent person who will direct you straight to someone who can answer your questions and solve your problem. Recently, a call was directed to me from a contractor who opened a pallet of materials to find that a door had been damaged in shipping. It was easy to locate the information for the project he was working on. I talked with our warranty department to quickly get him a new door. The contractor didn't have to make several phone calls trying to reach the correct person to solve the problem. All it took was one call and Romtec worked together to solve the situation. It feels good to work for a company where I know that customer service is a top priority.