



ADVANCED TECHNOLOGY

Mark's Promise to You:

We will return your call.

We will turn up on time.

We will work within your budget and timeframe.

All our tradesmen are courteous and polite.

MY BUSINESS POLICIES:

The client is the single most important person in this business.

The client is not even slightly dependent on us. We are totally dependent on them.

The client is not an interruption of our work. He or she is the only purpose of it.

The client is a person who comes to us with needs, and or wants. It is our job to fill them.

The client does us a favour when they choose us. We are not doing them a favour by waiting on them. We are very fortunate that they are giving us a chance.

The client is part of our business, not an outsider. He or she has a choice of who they wish to do business with. It is our job to make them happy that they chose us.

The client is not just money. He or she is a human being with thoughts and feelings just as we have. We will treat them in the same manner that we wish to be treated.

The client deserves the most courteous attention that we can give to them. He or she is the life blood of this business. Without the client, there is no business.

Whether a client returns to us is due to the quality of the product and service that we provide to them. If they are happy with us, they may come back.

It may take days, weeks, months or even years to find a loyal client. It takes only seconds to lose one.