

# THE VENDING MACHINE

Dispensing news and views of the vending industry

February 20, 2010

 "adopt a pet today" 

by Tony L. Buckholz

## WE HAVE A WINNER!!!!!!

Remember our latest contest?? It was a call in contest to enter a drawing for a huge and delicious 5 pound Hershey bar!!!.....Well, we have a winner. Actually we have FOUR winners. We got so many entries that we decided to give away 4 Hershey bars! The big winners are: Joe Colaguori from the Lebanon Daily News; Jim Connor from Neutronics in Exton; Kate McPoyle from Boscov's Lebanon; and Dennis Campbell from Carpenter Technology in Reading. Congrats to all of our winners and please don't try to eat it all in one sitting!!!! A big thanks to all of our clients who entered the contest.

## COMPETITION CORNER

Here at Goodman Vending we believe in being honest to a fault when it comes to working with our clients when discussing our programs, machines, prices, etc.. We have been in the business for over 60 years, and know exactly where we need to be when it comes to pricing, services, etc. Well, not all vending companies are created equal. In the spirit of baseball season getting started again, we thought we would warn you of the new game being played by some of our out of town competitors. Seems they are coming into town with a variety of interesting "pitches". But beware; the low ball isn't their only pitch. They've got fast balls, curve balls, bean balls, and even brush 'em back pitches. So be careful if you step into the batters box with them, you just might find yourself sent back to the minor leagues a few months after switching to them.

## SPECIAL ORDERS

Did you know our Service Specialists have the ability to ask our warehouse personnel to make a special order on items that we do not normally handle? That's right, if you ask our service person for a product which we don't keep in stock, they can place a special one or two case order with our warehouse. Then we check with all of our suppliers to see if anyone handles that particular product. If we can track it down, and the cost is in line with our other products, we'll place a small order.

Just remember to give us a little time if your service person says he has placed a special order. It takes awhile to find the product and get it delivered, sometimes a few weeks or more.

## YOU ALWAYS HAVE OUR EAR

Don't forget that here at Goodman Vending we consider communication with our clients a top priority. We are family owned and care about our customers. We want to hear about any questions and/or concerns you may have regarding the various services we provide. Our management staff, including our owners, is always available to meet with you at any time.

## LET'S DO LUNCH

Have you ever noticed a stranger eating lunch in your break room or cafeteria? If so, chances are that it's a member of our staff. For quite some time now our "staffers" have been having lunch at as many of our locations as possible. This program has proven to be very valuable. Not only do we get a delicious meal at a super price, but also we get some great feedback from our customers. We answer a lot of questions and get a chance to explain the way we do things. It is really a lot of fun, and quite a few customers are surprised we are taking the time to stop in and chat with them.

Although the fact that the "lunch" program is a great idea, and we get lots of good feedback, there is one more incentive for the staff members to keep the program going. Each member of the staff is required to eat lunch at a client location at least once a week. If they do not, they are fined \$2.00 for each violation. The fines are payable each week at our weekly staff meetings.

## HUMOR BREAK

The following vendtrivia is from actual reports filed with insurance companies by their customers who were in accidents:

- In an attempt to kill a fly, I drove into a telephone pole.
- A pedestrian hit me and went under my car. I told the police I was not injured, but upon removing my hat, I found that I had a fractured skull.
- A truck backed through my windshield into my wife's face.
- An invisible car came out of nowhere, struck my car and vanished.
- I thought my window was down, but I found out it was up when I put my head through it.
- I saw a slow moving, sad faced, old gentleman as he bounded off the roof of my car.

If at first you don't succeed.....then skydiving is definitely not for you.