

THE VENDING MACHINE

Dispensing news and views of the vending industry

November 20, 2009

 "adopt a pet today" 

by Tony L. Buckholz

THANK YOU !!!!!!!!!!!

We just wanted to send out a big thank you to all of our customers for your continued confidence and patronage during the difficult times we are all experiencing. Of course you know the vending industry has and will be just as susceptible to economic downturns and increased costs as any other concern might be given the current economic climate. We appreciate your loyalty and understanding in these recent times as well as your strong support in the past. Thank You !!!.....And don't forget, even though we think we are the best game in town, we know we are not perfect. If you ever have any concerns, issues, or suggestions regarding our services please let us know. Our owners and managers are available to meet with you on any day at any time.

HOLIDAY LUCKY CUPS

This may be the last time this year to see if you are lucky. Between Thanksgiving and Christmas we will once again be dispensing plenty of "lucky" cups through most of our hot beverage vending machines. These cups can be redeemed for boxes of delicious TastyKake cookies. We'll sure you will love 'em. They are super yummy. So, watch for the notices on our machines and try your luck again, and again, and again. Good Luck!!!!!!

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

Remember the call in contest we had in last month's newsletter? It was to enter a drawing for tickets to the Reading Royals. Well, we decided to have not one winner, but two winners!! Each will be attending a future Royals game. The big winners were Paul Dronick from Guilford Mills in Pine Grove and Richard Matz from the U.S. Post Office in Reading. Many thanks to all of our clients who entered the contest. The response to the contest was pretty overwhelming; it may have set a record for total entrants. We might have to do it again in a month or two!

SNACK TIME

Just how much time do Americans spend consuming foods and beverages? According to the U.S. Department of Agriculture, about 67 minutes a day as a main activity. This excludes snacking while engaging in a secondary activity like sports, watching television, and working. That means the average American is eating and drinking for what amounts to 16 full 24 hour days every year. That being said, where is the closest Goodman Vending machine??

HELP US HELP YOU

When it comes to responding to service calls and fixing anything that might be wrong with your vending machines, we feel we are the fastest vending company on the planet!!! We need your help to tie up some loose ends and make us even faster than we are now. It seems we have some clients who do not call in problems right away, and even on some occasions wait for their service specialist to arrive on the scene. Your service specialist is great at filling your machines, but we have another department which handles any malfunction that might occur. Our maintenance department is available 24 hours a day, 365 days a year. Please don't hesitate to call us at anytime of the day, any day of the week. The sooner we know about any issues that need to be addressed, the sooner we can have your machine up and running. Thanks for your help!!

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.

JUST FOR LAUGHS

Things never to say to a police officer:

- *I can't reach my license unless you hold my coffee and cell phone.*
- *I thought you had to be in reasonably good physical condition to be an officer.*
- *You're not going to check the trunk are ya?*
- *You must have been doing 125mph to catch me. Nice job !!*
- *Like a sip of my Heineken?*