

THE VENDING MACHINE

Dispensing news and views of the vending industry

August 20, 2009

 "adopt a pet today" 

by Tony L. Buckholz

WE'RE ALWAYS AVAILABLE

Here at Goodman Vending we work extremely hard trying to find new customers for our vending service. By the time our machines are installed in a new location, we have probably been there at least five or six times meeting with key people and inspecting the facility to insure that each new customer gets the correct combination of vending equipment that will meet the needs of their employees. So, once the machines are in place we can sit back and relax, right?....Wrong!! Now it's time to work even harder.

Acquiring new accounts is always fun and exciting, but retaining them by providing superior service is our number one goal. We believe that communication with our clients is the number one way to keeping their employees happy with the vending program. If you ever have any questions, concerns, or issues regarding our services, please give us a call. Being a family owned business, we are very concerned that all our customers are happy. If you're not, please let us know, we will get things fixed in a jiffy. By the way, our staff is always available to meet with you at anytime. Our President, managers, and supervisors would be glad to attend any meeting you might have to discuss our programs.

Yes, we do mean "anytime". If you would like our President to meet with third shift at 3:00 a.m., he'll be there. (A little notice would be nice.) You might ask if our President is aware of the promises we are making. The answer is yes, he is the one who wrote this article. As always, thanks for letting us work for you, and keep the communication lines open!

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!!

CONSIDER THIS.....

- ? If people from Poland are called Poles, why aren't people from Holland called Holes?
- ? Why isn't the number 11 pronounced onety one?
- ? Why do people tell you when they are speechless?
- ? If 4 out of 5 people SUFFER from diarrhea, does that mean that one enjoys it?
- ? Why do croutons come in airtight packages? Aren't they just stale bread to begin with?

POST CARD CONTEST

As of the printing of this newsletter, our annual Post Card Contest has just come to an end. We will be checking the data and announcing our winner in our next newsletter. Thanks to everyone who sent us a card this summer. We hope you have enjoyed or will be enjoying your Tasty Kakes really soon. We have to mention a funny card we received. It was sent from a client of ours who is employed by a State agency. Her card was from Harrisburg and read something like this. "Since the government isn't paying us I couldn't afford to go on vacation. However, since I went to Harrisburg to protest, I grabbed this post card from there so I can at least get my Tasty Kakes!".....

COFFEE CORNER

Soon the heat of the summer will give way to the chill of the fall. Are you ready? *Café to You* by Goodman, Goodman Vending's premier office coffee service, is a complete coffee service that allows you to



create an environment your employees and customers will love... right in your office or break room. You'll enjoy our exclusive, freshly roasted *Café to You* coffees, as well as our extensive line of national brands in dozens of flavors. Regardless of whether your employees and guests favor regular, decaf, tea or specialty drinks, *Café to You* by Goodman has a beverage selection to meet all your needs.

Café to You by Goodman provides free state-of-the-art brewing equipment, a full line of your favorite flavors of coffee, tea and hot beverages, and a full complement of sugar, straws, creamer and cups to meet your office needs. As an added bonus, *Café to You* includes free scheduled delivery and maintenance to guarantee your beverage selections are fully stocked and your equipment is clean and working. Whether you need to serve 3 or 3000, we have a coffee system that's right for your company. It's the perfect coffee service solution for any size office or business environment. Give us a call we will warm you up in a hurry!