

Sound Familiar?



Geoffrey has a small window installation business with two fitting teams based in Tyneside. This is his story:

The Handshake



A highly profitable job had been secured 50 miles away in Berwick from a Mrs Gracey, a local headmistress. It consisted of seven windows, two entrance doors and one set of French doors. Geoffrey had arranged the job for Thursday 14 May. The glass was scheduled to arrive at Geoffrey's premises on the morning of Wednesday 13 May.

The truck's in Skipton!

At 2:00pm on Wednesday, Susan, Geoffrey's administrator, telephoned the unit manufacturer to ask where the delivery was. She was told there had been problems and the delivery would now be coming on the Thursday. She asked why no one had informed them and was told people were off. At this, Susan offered to send a van to collect the glass but was then told it was on a truck that had been sent to Skipton with a late delivery. Susan stressed that their delivery must arrive first thing on Thursday to give them a fighting chance of getting to Berwick and completing the job. At this point, feeling uneasy, Geoffrey telephoned Mrs Gracey to try and re-schedule the job. He was unable to do so as she had booked a day off work. Moreover, her sister was coming for dinner on Thursday to see the new windows and doors and if she liked them, she would be placing an order with Geoffrey.

Two to follow...

Next morning, Geoffrey sent his fitting team ahead by car to start taking out the old windows and waited on the units arriving which he was taking to site personally. After three calls from Susan, the delivery truck arrived at Geoffrey's at 10:30am. He unloaded the units from the delivery truck onto his panel van but two were missing, marked as "to follow" on the delivery note. The driver knew nothing



so Geoffrey telephoned the unit supplier. He was promised the two units for the first drop Friday.

The fury!

Geoffrey set off for Berwick with the incomplete delivery of glass. He tried to explain what had happened but Mrs Gracey was having none of it. When the job was "complete," she was beyond fury as the two missing units were from the front door and the living-room window which had to be boarded. Geoffrey apologized unreservedly to no avail and left with a flea in his ear promising to return the next day. Next morning, Susan received



a call from the unit supplier to say her glass had exploded in the furnace and it would now be Monday. Geoffrey phoned

Mrs Gracey who had taken another day off work to give her the news. Mrs Gracey was disgusted and told him not to ring back until he was certain he could finish the job.

On Monday, Geoffrey finally received the two units and telephoned Mrs Gracey and arranged to fit the glass on Wednesday at 4:00pm. When he arrived, Mrs Gracey had a list of defects for him - marks in cavity, letterbox off square, sticking hinges, stiff handles etc. The issue of the units had prompted her to scrutinize the whole installation. He arranged to return on Saturday to attend to the snagging as Mrs Gracey was not prepared to take any more time off work.

The Fury #2!

When Geoffrey and his fitters arrived on Saturday, Mr Gracey,



a Police Sergeant, was waiting to greet them along with Mrs Gracey having had to cancel his weekly game of golf. When the snagging was finally completed, Geoffrey turned to the Graceys to discuss the issue of payment. Mr Gracey told him in no uncertain terms there would be no payment unless they received a substantial discount and compensation for the inconvenience they had suffered.

After almost an hour, Geoffrey had to settle for a vastly reduced sum which ultimately left him out of pocket on the job. Geoffrey then asked Mrs Gracey about her sister's windows. She shook her head and asked if he was out of his mind.



Geoffrey apologized again and left feeling totally dejected. When he got back to his van, there was a voice message from Susan to tell him that his other fitting team could not complete a job in Darlington because the unit supplier had delivered another incomplete order.

If this doesn't happen to you in your business, then there's no need to call us, as you will probably already be one of our customers.

**Glasgow 0141 810 5010
Newcastle 0191 410 6052**



Exclusive manufacturers of



Reader Enquiry No: 555