



yes. everything. one source.



remarkable customer service

- what it means to us and
what it can do for you!

extraordinary customer service

- ✓ we go the extra mile
- ✓ we exceed your expectations
- ✓ we care for our customers
- ✓ we put our customers first



nothing is too much trouble



Lots of companies proudly proclaim their customer service is extraordinary.

The problem is

How do you work out if their idea of extraordinary is the same as yours?

And what do all the charts and figures mean?

Does all the technology and processes they talk about really have an impact?

The bottom line is that genuine and remarkable customer service is more about the passion to get it right than it is about procedures.

Most important of all, remarkable customer service needs to put you, the customer, at the heart of everything that is done.

and that's what we do, day in, day out

What is the most convenient way for you to place your orders?

What information and reports on what you are spending would be really useful to you?

How would you like to receive information about new products or special offers?

How would you like to receive your invoices – consolidated monthly, one for each purchase order number, one for each delivery?

How often would you like an account review to look at additional ways to save you money?



all our processes revolve around you, as an individual

How do we achieve that?

We listen, very carefully

Sounds simple, doesn't it?

But it is at the core of everything we do. We want to understand your business almost as well as we understand our own because only then can we really help you achieve your goals and targets.

So, if at times it seems like we're asking an awful lot of questions, it is just because we have a real passion for making sure we deliver what you need.

**we want you to enjoy the experience
of dealing with us!**



In our book, remarkable customer service means...

setting stunning new standards of service

and service that you actually want

We have asked in the past and will continue to ask –

“how do you feel you have been treated?”

“how can we improve our service to you?”

If at any time our vision of remarkable customer service differs from what you want then we will strive to improve with all the passion, energy and creativity we can muster. And we are only limited by your needs and our imagination. We are not boxed in by rigid corporate rules and regulations.

we want the experience of dealing with us
to be so remarkable you go and
tell other people about it!





our goal is to have you as a customer long
term and, at the end of the day, that's the
best guarantee you can have that

we will remain

innovative,
imaginative and
competitive

in everything we do

Customer loyalty is a much talked about concept and one that many companies aspire to.

Our belief is that if we want you to be loyal to us then we need to be loyal to you. That means delivering great new ideas, offers, products and services all the time, and not just to woo a potential new customer.

But before loyalty, there has to be trust.

the best way to build trust
is to create a reputation for
reliability





We understand that many of our products and services are effectively the fuel that keeps your company working. If they are not there when you need them it can be a disaster for you, for your company and, potentially, even your company's customers.

To make sure there are no disasters, our commitment to you is that we will do what we say we're going to do – each and every time we make that promise.

And what is the impact on you of this investment in building a relationship?

We think it is very simple.

We will be giving you back some time.
Time you might have had to spend chasing orders and deliveries.
Time you might have had to spend worrying if you would be let down.

we will be like an invisible employee working for you

our aim is to be so efficient
you don't even know we are there!

No matter how good the service or how carefully we listen we have to be able to deliver the actual products you need.

In conjunction with our logistics and procurement partner, Truline Business Distribution Services, we can literally search the world's manufacturers for the best quality and best value products available.

Our skill is in interpreting your needs, matching them to the right products and then delivering them to the precise place you need them in the time frame you require. The ultimate in supply chain management –

listening, understanding and delivering

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Obviously, until we talk to you to really understand your needs we won't know what to recommend but here are three things you may not know about our product categories.



interiors

BOS interiors - offers complete project management – everything from concept to completion.



workwear

BOS workwear - covers all areas from standard personal protective equipment (ppe) to fully personalized corporate workwear and uniforms.



design & print

BOS print - not only can we design and produce your print requirements but we can also manage them as well so you never have to worry about running out again.



This is only a snapshot of what we do. We have a wealth of knowledge about products and solutions – help us to use that to help you.

Please feel free to ring me about any aspect of our service to you and ways in which you feel we could improve.

Elliot

Elliot Batty, Managing Director



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service is in everything we do

for our customers

for our employees

for our community

for the environment

setting stunning new standards of service

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Chosen Charity of the Year



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