

VINCENT'S NEWS

The 'Van-Go' Gallery



"Wherever you see a 'Vincent's Van Go' you know the job will be a work of art."

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VHP Gives Back Update

Congratulations to VNA & Blue Water Hospice (1st place), The ARC of St Clair County (2nd place) and Operation Transformation (3rd place). They were awarded \$1,000, \$500, and \$250 respectively for their finishes in our recently ended VHP Gives Back competition.

The next contest, May 1 – July 31 features youth activities with Port Huron Little League, AYSO Soccer Region 161, and Boy Scouts – Blue Water Council

OWNER'S CORNER

THROUGH MY *Yourz* EYES

Congratulations to all the winners of our Winter Drawing. There were 3 major prizes awarded as follows William Sendzik of Port Huron was selected first and chose the NSI 3000 Low Level CO Monitor. Sharon Staiger of Port Huron was picked second and chose the Germicidal U.V. Air Purifier. Harold Mageski of Croswell was selected

next and took the Aprilaire Whole House Humidifier. And with that I am going to share a sampling of the comments I received with the drawing entries – "Through Your Eyes!" – Daniel Squires "Always interesting and inclusive. Makes



Jody Lincoln, Director, Visiting Nurses & Blue Water Hospice receives \$1,000 from Daniel Squires for their recent VHP Gives Back first place finish.

us feel part of the Vincent "family of customers".

Peter B., Port Huron

"Vincent's News is **Continued Page 3**"

Customer Satisfaction Part 2:

Your Satisfaction Starts With Choosing the Right Company

Since you're reading this newsletter, you already have put your confidence in Vincent's Heating & Plumbing regarding your home, your comfort, and your safety. Our team is always eager to prove to you that you made a wise choice by putting

your trust in us. As with any in-home service or contracted work, your satisfaction depends on choosing the right company. It is especially true in the heating, cooling and plumbing industry. We believe people need to have reliable heating, cooling and plumbing in their

home and that when they need service they can obtain technical excellence that is timely, professional, and backed by a 100% satisfaction guarantee. And this provides the framework for the way we serve you. You're a busy person and heating, cooling or plumbing services can be unplanned and

Customer Satisfaction (Continued from Page 1)

disruptive. We strive to make your experience as smooth as possible - from having someone to answer the phone round the clock, to the courtesy call when the technician is on the way, to the

Continued Page 2

person that we send to your home with the tools and materials they need to serve you. These are all ingredients to making your experience satisfactory.

We also have every technician carefully screened to insure your safety and that you feel comfortable having him in your home. We go the extra mile to give you peace of mind in this regard: before we let someone join our team they first must pass the gauntlet of a criminal background check, a credit check, and drug testing.

And finally, every tech is bonded. I have such a high level of trust that I wouldn't hesitate to give my keys to any one of our techs to have them work in my house – in fact I do.

Just as important to your overall experience is how we stand behind the things we do for you. We guarantee your satisfaction in writing. On our service work orders we prominently state: "We want you to be 100% Satisfied! If at any time during your repair warranty period you are unhappy for any reason please let us know. If it's not right we'll redo the repair for free! We're not satisfied until you are!"

We go even further for our equipment installation and replacement job sheets: You get a bold, written money back satisfaction guarantee for either one or two years

based on the package you choose! Think about that: essentially we are giving you a one year test drive on your new heating or cooling equipment – and even two years for some packages!

How can we offer such a bold guarantee? The better question is why wouldn't every company offer the same guarantee? Is it reasonable to think that you should be just as happy with your new system a year later as you are the day it was installed? I think so.

If a company isn't willing to make a commitment to satisfy you, they must either expect you to be unhappy at some point – or at best have doubts about their ability to keep their promises or live up to your expectations.

Think about it: they want you to assume the risk for

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Vincent's Heating & Plumbing is proud to install Amana equipment, made in the USA.

Through Your Eyes (Continued from Page 1)

very informative and makes me feel like I have a working knowledge of my critical components in my home"

Eric A., Marysville

"Always look forward to reading the interesting articles. Jokes at the end give me a good chuckle! Looking forward to next month's news!"

George D., Smiths Creek

"I enjoy the crosswords and they are always very informative. The best decision I made was to join the VHP club, it provides peace of mind. Thank you VHP for outstanding customer service." **Elizabeth P., Kimball**

"Very informative and interesting. Happy to be a part of the Vincent's satisfied clients!" **Nancy M., Marysville**
 "Vincent's news is informative and gives you helpful ideas and info on how your heating system works. Plus the puzzle and jokes give you a challenge and laugh."

Judith H., Kimball

"I like to read it from front to back, enjoy the humor section and word puzzle, thank you Vincent's!"

Debra R., Port Huron

"Great info! We always read the entire pamphlet. Thank you!" **Victoria P., Saint Clair**
 "Very informative. Like the humor section. Keep up the awesome job!"

Ron C. Kimball

"Informational, interesting and entertaining. Nice personal touch."

Brenda W., Marysville

"I like Vincent's News, it gives me info on new products. It also lets the homeowner see things they can look for or have overlooked. Like the jokes. Through Dan's Eyes is a really good feature."

Mitchell H., Port Huron

"I appreciate the 'technical' explanations (heating, cooling, etc.) and the personal experience articles. And the occasional really funny joke!"

Robert H., Saint Clair

"I really like Vincent's News. I usually learn something from each issue. What I especially like is the "Through My Eyes" section. I find the stories sometimes amusing, insightful or inspiring. I can definitely relate to some of the many things written there." **Joanne W., Marysville**

"I read it every time it comes in the mailbox. I've donated canned goods to your food drive." **Lisa H., Saint Clair**
 "We enjoy the News very much. Reminding us that it's time to get our furnace and air checked."

Richard G., Port Huron

"Information in your newsletter is very informative regarding various aspects of heating cooling and plumbing issues!"

Patricia M., Port Huron

"I love the newsletter. Great information and newest things in equipment for your home. Great information on how to save energy cost for your home. Always looking forward to the jokes and word puzzles."

William S., Port Huron

"I love it! You put so much help and information in your 'news'. Thank you so much. Best company in St. Clair county!"

Sharon S., Port Huron

"Always enjoy the monthly Newsletter which features many helpful hints and items to keep our furnace and air conditioner in top condition!"

Harold M., Croswell

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Lewis & Clark Word Search

Lewis & Clark Set out May 14, 1804 to Explore the West

Z B W I A U L J E J Q I W Y J Y Y V
 Y A J R I E D I F O A C U L R W N W
 K U N U D J W S I W E L K E N Q Z F
 K Z E H Q O I A A B H P V Z O E F J
 I Q U W J U C V G B P O I S S W R B
 E X P L O R E R X A C A T S R V U K
 K N V E T N K S O S C L C B E A J P
 I H S K Q E H R I C O A F I F M K A
 A S Y B F Y I D A U Q P S B F Q K S
 J P N K N W B I I L R D H N E I T P
 I A K X T K J S S D C C K V J T C A
 V Q U V T L D X H Y N E M Q Z N M M

Sacagawea
 Lewis
 Clark
 Explorer
 Pacific
 Journey
 St. Louis
 Maps
 Jefferson
 Discovery

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Your Best Choice*

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Humor Section



Some medical students were attending a lecture about emotional disorders. "Just to establish some parameters," said the professor, "What is the opposite of joy?"

"Sadness," said a student from Arkansas.

"And the opposite of depression?" he asked.

"Elation," said a student from Oklahoma.

"And you," he said to the your man from Texas, "how about the opposite of woe?"

The Texan replied, "Sir, I believe that would be giddy-up."

A rookie police officer on his first day of traffic patrol stopped a lady who had been going three miles per hour over the speed limit. After looking over her license, he said, "Lady, it says here that you should be wearing glasses."

The woman answered, "Well, I have contacts."

The policeman replied, "I don't care who you know! You're getting a ticket!"