

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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OWNER'S CORNER

THROUGH MY EYES

I'm blessed to have such terrific team mates. Since first impressions are so important, I am fortunate to have such friendly and knowledgeable call takers. These are the dispatch, clerical and accounting staff members. Of these, more than likely it is Nancy or Carol that will take your initial phone call for

service, as among the many clerical 'hats' they wear, they are both primary dispatchers in charge of the schedule depending on the time of day. Both are 'long-timers' and really know their 'stuff' when it comes to heating, cooling & plumbing to be able to



Here is our parts & materials specialist Patty hard at work with a water heater bigger than her.

help you. They have to, because they are our 'air traffic controllers' *Continued Page 3*

Did You Know...

...that Vincent's Heating & Plumbing's office staff is available Monday - Friday 7 am until 6 pm and Saturday 8 am until 2 pm to set up service calls and answer questions?

Customers Reap \$400 Reward for Loyalty

I've happily paid out over \$10,000 in equipment replacement credits over the past few years to customers - many of whom have received \$400. Specifically these credits have been to long-time loyal VHP Club members that have cashed in their \$40 Cashier's Certificates for replacing their heating or cooling equipment. Members

have received a \$40 certificate every year since 2006. Now 10 years later this has translated in to up to \$400 in accumulated credits.

The annual Cashier's Certificate is a long-term benefit. Among the more immediate benefits for a VHP Club member is annual in-home maintenance for their home's heating

and cooling units covered by their membership. This provides the peace of mind that comes with knowing that these important heating and cooling appliances have been serviced for safe and energy efficient operation and performance. Along with this, a Club member receives priority service *Continued Page 2*

Customer Rewards (Continued from Page 1)

status - typically same day - and a 10% service discount if repairs are needed.

MAINTENANCE:

The VHP Club focuses on 3 areas of maintenance: heating equipment - gas forced air furnaces and gas boilers, central air conditioners, and plumbing, which is combined with home safety. All 3 areas have separate procedures that take about 1-1/2 hour to complete and are performed annually. And to make certain these important procedures are not forgotten, members benefit by automatic scheduling and free appointment reminders and notifications when they are due.

On the heating side, VHP Club members receive our exclusive Combustion Optimization & Safety Inspection ("COSI") every year. This is a 1-1/2 hour procedure performed by a certified Carbon Monoxide & Combustion analyst that

combines checking for safety of operation with combustion testing for performance and efficiency.

On the cooling side, Club members receive a Precision Tune-Up & Cleaning ("PTUc") that along with cleaning the outside A/C condenser it includes cleaning the A/C coil above the furnace. This is important because 'crud' builds up on the coil that can reduce efficiency and be a breeding ground for unhealthy things that grow in the dark on its wet surface. In addition, if left uncleaned it can result in a foul, 'dirty sock'-like smell and clog up the condensate drain which will cause water to leak on the furnace.

DISCOUNTS:

VHP Club members get an immediate 25% discount off the price of a COSI or a PTUc. The membership fee for a piece of equipment is 25% less than the regular cost of a heating or

cooling maintenance visit. The regular price of a visit is \$159 while the VHP Club membership fee - including the maintenance and all the other benefits - is only \$120 - or \$10 per month - per heating or cooling unit.

The \$40 Cashier's Certificate for equipment replacement is a terrific benefit - especially when you consider that it is 1/3 of the annual VHP Club membership \$120 fee for a furnace or air conditioner. This means that for the Club members that cashed in their Cashier's Certificates to replace their furnace only paid a net \$80 for their VHP Club on their heating membership fees - half the price of a COSI.

For more information on VHP Club benefits and info about the Plumbing & Home Safety component give me a call or visit us online at VHPinc.com.

- Daniel Squires

Read What Our Clients Are Saying...

I would like to express my gratitude for your quick response to the gas leak at my home. Even though it was not an emergency everybody at Vincent's did a very good and responsive job to rectify the problem. I was not expecting this rapid response but I am very grateful for it. I have been dealing with Vincent's for a few years now and have become used to your service and products. Every year my furnace and air conditioner are maintained by your qualified and professional technicians. I wish to thank them as well. When the time comes I will definitely call on Vincent's for my upgrade to a 95% furnace. Once again thank you for a quick response.

Gerald-Croswell

Through My Eyes (Continued from Page 1)

assigning tasks to the service staff and directing them throughout the day. And they do a terrific job.

In this industry, for many companies, the role of dispatcher has traditionally been a male role.

However, our company culture is such that this non-typical difference is not an issue as Vincent's as a team functions more on the basis of the various systems that we have in place to make certain we provide you with good customer service. As our techs join and become part of the company, that our dispatchers are female is just the expected norm.

That such a difference gets such little notice is because it is an internal one. Another valuable team mate that you would have little contact with is Patty, affectionately dubbed our 'Queen of Parts'. Patty keeps track of our inventory, orders and receives equipment, and makes certain that stock levels are maintained on each vehicle so your tech has the necessary part when it is needed. Unlike the dispatcher role, Patty's job is both 'internal' and 'external' as she has contact with our various suppliers and salespeople.

And for many, finding Patty in this role has surprised more than a few of these outsiders. But, it is always a pleasant surprise as Patty invariably 'wows' them with her competence and efficiency.

I was one of the pleasantly surprised - not with Patty's abilities and thoroughness, but that she applied for the job. Let me explain:

Part of the job description requires some amount of physicality as air conditioners, furnaces and water heaters need to be moved around and delivered. Sometimes the person dropping off a water heater to a job site needs to help get the new one into the basement and to get the old one out. So when I posted the job I made certain to include this fact in the description and fully expected that the job would be filled by a man.

So when I was told that our first responder to the opening was a young woman, I have to confess I was surprised - especially when I learned that the physical aspects of the job were what had most

excited this applicant. But my surprise quickly evaporated as I interviewed this impressive candidate. Patty had clerical responsibilities in a medical setting - billing, accounts receivable, and payroll - but it was all in front of a computer and she decided she needed a change. She knew that she could handle the clerical aspects of our job, but this new physical 'wrinkle' was a welcome challenge that she relished the chance to try. She convinced me, and not a person much guided by convention, I hired her and gave her that chance. And she met the challenge and quickly made the job her own.

Our techs are big fans as Patty helps them do their jobs. But it is especially satisfying to hear the admiration for the job that Patty does from the various external suppliers and salespeople that she deals with. But the biggest and most important measure is that in her important support role that you are well served and satisfied by your experience with Vincent's Heating & Plumbing.-

Daniel Squires

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Word Search: Autumn

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

Bonfire
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Humor Section



Q: How do fall leaves get from place to place?

A: *With autumn-mobiles.*

Q: What did one autumn leaf say to another?

A: *I'm falling for you.*

Q: How do you fix a broken pumpkin?

A: *With a pumpkin patch*

Q: What's the ratio of a pumpkin's circumference to its diameter?

A: *Pumpkin Pi*

source: <http://www.jokes4us.com/miscellaneousjokes/weatherjokes/falljokes.html>