



THE BENEFITS OF BEING CERTIFIED

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I was recently asked, "Why do you bother certifying your company? Isn't it a lot of trouble, does it really mean anything to your customer?" My response was, "If it has no meaning to my customers it should, and the job of my employees and I is to make sure they understand what using a CFESA certified company means."

Obtaining this certification has proven that we are at the top of the heap.

In order to become certified we needed to jump through many hoops. Our financial soundness was examined. Our customers were asked to sign and have notarized statements regarding our customer service, parts availability and response time. Our vendors were asked to verify our credit worthiness. Our employees were all asked to update their skills by attending seminars, conferences, manufacturing and tech training. Our technicians were required to become certified in gas, electric and steam equipment repair. Management was required to update our employee manual, write a mission statement, implement a customer service survey and update our website to include CFESA logos and links. Our preventative Maintenance contracts were evaluated for continuity and professionalism. We implemented a 90-day parts and service warranty.

By obtaining this certification we have proven to the industry and our customers that we are at the top of the heap, in all aspects of the industry! We are solid from the inside out and are recognized nationally as being financially sound and having superior service and technicians. We also participate in the number one association for the service industry – CFESA. Our participation gains us access to cutting edge knowledge on trends, education and technology. There is no greater way to validate the quality of a service company and its people than through CFESA's Company Certification Program. I have been doing it every three years since 2004 and am very proud to say my company is CFESA Certified.

