



At Bender Lumber, we thrive on the young people who work with us. Some will, no doubt, lead us in the next twenty or even thirty years. Many of our leaders today started out in entry-level positions and have grown to be the core of our company.

Andres Campos is a rising star in our Martinsville store. Andres is an engineering student who might work as a cashier, loader, at the sales desk, etc.... He has many talents and has even proven to be talented and skillful in selling technical special orders.

Earlier this spring, Andres fielded questions from a customer wanting to order a sliding glass patio door. The customer did not seem clear on what size or even the first steps in replacing the door.

Andres showed a passion for his work by following the customer home to help analyze the situation. While there, Andres pointed out the size needed was not the size they had previously discussed.

Even though our customer was advised of this problem, he was insistent that the size quoted was the size he needed. Andres did as instructed to have the client sign off on the order stating what he wanted. The order was placed and when it came in, you guessed it, the door size would not fit.

Andres could have been arrogant and said "I told you so..." but instead graciously helped his customer order the correct door. The client kept the first door to use in another location and admitted he should have listened to Andres the first time.

It is great to know our future is bright with talent like Andres Campos. It is with great pride he is our next **Extra Mile Club** inductee.



BENDER LUMBER CORE VALUES

SAFETY
RESPECT
COMMITMENT
INTEGRITY
SERVICE
PRIDE
INNOVATION

