



Bender Lumber's "Core Values" are put to the test every day, at every store. Our employees exemplify and work hard to make sure our customers are given "top-notch" service.

Recently, Randy Lucas, one of our "Yard Engineers" at the Linton store had an opportunity to demonstrate how the Bender Lumber Core Value, "Commitment" is a serious part of everyday life.

Our "Boom" truck was down for service. So happens that our tandem axel delivery truck was not available for quick use either. As you might guess, our customer called in a 165 bundle shingle delivery. Keep in mind shingles are heavy and we are accustomed to taking these with a lift to assist us at the jobsite. Without either lift, the only thing we could do was to deliver them as hand unloaded.

Randy Lucas was about ready to take his lunch break when he heard about the opportunity to make the sale. Knowing, too well of the circumstances and the dilemma this put the store manager Teresa McBride in. Randy stepped up, volunteering to take the load, even with the special circumstances surrounding the delivery.

Our customer was in great need, they had torn off the shingles earlier that day and could not leave until the roof was dried in, safe against leakage. Thanks to Randy and his willingness to accommodate our customer the job got finished that day, the home was safe.

We do not know where we get our great employees - we have the best. We are not afraid of hard work as we are always willing to go the "Extra Mile". Thanks, Randy for setting the bar for other associates to see and emulate.

