



Our customers enjoy purchasing from our Bedford, Indiana store for several reasons: Knowledgeable staff, speedy delivery, fast, efficient pickup, and then there is the problem-solving piece. Problem-solving and overcoming obstacles seems to be the thing that has sales increasing in this store.

The Bedford Bender Lumber sees problems as an opportunity to show how they can and will perform. Keeping a promise to their customers is top of the list. Nothing demonstrates this more than what happened this summer when our Customer Sales Representative Tyler Conway was in the middle of fixing a problem.

Our client had ordered some Pre Finished “Black” siding for a job he was trying to finish and get paid. Getting paid, as you know, is the goal of any contract proposition. Tyler was notified the “Black” siding was not going to be in soon. This caused a problem with the client as he needed to get the job done so he could move to another. This little delay would cause a major problem in cash flow and scheduling, not to mention the stress associated with the ordeal.

For Tyler and counter Sales Rep Keaden Trueblood, this was going to be a long night, just to keep a promise. They were determined to paint the siding themselves, delivering it to the customer, on time.

Our Assistant Manager, Shannon Batchelor, was on his way home and out the door when he observed what was going on, said his goodbyes, and left. Shannon then realized, if he stayed he could help Bender Lumber and his teammates keep their promise and his fellow associates could get home at a reasonable hour. Shannon is committed to the highest level of service, that is why he went back into the store to help finish the job.

It is this kind of commitment, not only to our customers but to helping each other as well, that makes Bender Lumber special. That’s why Shannon Batchelor is an **Extra Mile Club** member.

