



Becoming an **Extra Mile** clubber is not to be taken lightly. Members have demonstrated empathy and Loyalty in some way, either to our customers, our company or to each other.

Tanya Cassetty is one of those special unsung **Milers** who is often bringing in something she has cooked to share with the store team or a customers who might be in a big hurry and planned to skip lunch.

Mostly Tanya's duties include handling the receiving of merchandise at our Martinsville store. It would be easy to get caught up in this duty and forget that our number one job is to take care of our customer.

Recently, Tanya demonstrated what we mean by going the **Extra Mile** by helping a homeowner couple unfamiliar with the process of staining their deck. They were concerned they might not get the help needed to put that special exact color on their home. The Harris' had experienced disappointment at other establishments and wanted someone who could be patient and take the time needed to see it through.

This is where Tanya excelled as the couple came back time and time again. Tanya and our clients tried color after color until just the right shade and in just the right light happened. The Harris' said *"We are happy with our experience at Bender Lumber, happy that Bender allows their associates time to serve the customer properly and extremely happy Tanya was our color consultant. Great job Tanya and Bender."*

Of course, anyone who ever worked around Tanya already knew how much of a giver she is. Bender Lumber is very lucky to have her as an associate and proud to call her an **Extra Miler**.

BENDER LUMBER CORE VALUES

SAFETY
RESPECT
COMMITMENT
INTEGRITY
SERVICE
PRIDE
INNOVATION

