

# FGS The Restoration Company

VOLUME 8, ISSUE 3

## Educated Employees Are Key To Customer Satisfaction

### Comments From Your Insured:

"Would highly recommend your services to anyone. Thank You!"

~ Larry B.

"I was totally satisfied with Scott and his crew. Everyone was very professional and the total job was extremely well done. Thank you!" ~ Linda B.

"Excellent workmanship. Nice cleanup." ~ Larry S.

"Work crew was quite diligent about hunting out and remediating all water damage-They really knew what they were doing."

~ Theresa M.

"I can't say enough about your prompt and efficient services. Thank you!"

~ Barb S.

"They were all very courteous and respectful of my space and time. The repairs look great."

~ Diane J.

"Your company was very prompt with helping with the clean up from our water damage."

~ Jeff O.

"I feel so fortunate to have had Johnny King as our estimator. I'd definitely use you again." ~ Amanda G.

FGS The Restoration Company is committed to staying abreast of the latest trends, information and technology in the restoration industry. We feel that by performing our duties efficiently and effectively we will save you time, money and give you peace of mind. Therefore, on June 23-25<sup>th</sup>, Warren Bent, Restoration Technician and Larry Maier, the General Manager of the Milwaukee office, attended the "Contents Processing and Pack Out Workshop" put on by "Total Contentz" in Baltimore, MD. The 3 days were jam packed with information on the latest procedures and technology for evaluating and restoring contents damaged by fire and floods. The workshop began with instruction on evaluating, cleaning and restoring all types of electronic devices. It then transitioned smoothly into the science of ultra-sonic cleaning where the instructor demonstrated that with the correct chemistry and solution temperature, it is possible to restore even the most delicate and intricate items. The workshop concluded with instruction on evaluating and testing contents for

cleaning, proper methods for packing and moving the various items, and (perhaps most important) how to document, inventory and track the various items with systems and procedures using digital photography. This workshop demonstrated that a significant amount of money can be saved by salvaging items that otherwise may have been considered a total loss.

In addition to the above, FGS The Restoration Company also has technicians trained and certified in Fire & Smoke Damage Restoration, Water Damage Restoration, Successful Subrogation 1 and 2, Moisture Detection with Thermal Imaging Cameras, Applied Structural Drying, Preventing Building Design & Construction Failures, The Vortex Drying System.

We offer our employees cutting edge training, so you and your insured receive the best service in the industry. We understand that when customers are happy with the claim handling process they are more likely to refer their friends and family members to your company.



Warren Bent and Larry Maier

In conclusion, training provided to our employees directly benefits you by:

- Increasing your customer's loyalty and referrals due to the great service at the time of a claim.
- Less time spent on call backs from your customers because the damage was restored correctly the first time.
- Reducing dollars you pay on claims because of the thorough mitigation and services offered by FGS The Restoration Company.

## 15th Annual American Red Cross Fundraiser

The 15th annual FGS The Restoration Company Golf Outing was a success. With 58 golfers, FGS raised a record breaking \$2,500 for the American Red Cross. Thank you to all of the golfers that came out to support the event. It was a great day at Foxboro Golf Club in Oregon. Erik Werner of Enterprise Rent-A-Car was very close to winning the \$5000 putting contest. Please see a list of sponsors (right) that made the event possible. FGS hopes to keep this fundraiser going for many years to come, so if you would like to become involved with our event please call Crystal Salzman at (608) 258-2094.



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