



## Learn the Secret to Securing Lifelong Customers.

Providing exceptional customer service is one of the keys to retaining customers for the long haul, according to Ron Fojtik, our Director of Electrical and Controls Engineering. Ron helps support Spee-Dee's customers in many ways, including engineering, basic and custom programming, machine troubleshooting, technical support, and product integration.

Whenever there is new installation, Ron is right there with the customer, helping to get the unit functioning precisely. "We aren't just a machine vendor; a relationship with a new customer may start at the point of sale, but that's just the beginning," said Ron. "Once they get the equipment up and running, my job is to get all the bugs worked out, and then focus on the fine tuning of the system. I can even work remotely and look at the settings to make any adjustments, but those are just the first steps in our working relationship. We're all about continued support."

From building lesson plans for machine operators, to 24/7 phone support troubleshooting service, Spee-Dee will do whatever it takes to make sure that their customers are able to fill orders as quickly as possible. Accuracy, efficiency and accountability are the benchmarks Ron stands behind, and he believes that Spee-Dee's reputation embodies it.

What keeps customers coming back is Spee-Dee's dedication to making sure they are wowed, not just satisfied. "There's a big difference in the way we do things from our competition, and I'm proud to be a part of a team that focuses on the customer's needs first," Ron said. "One of the most rewarding parts of my job is that we always try our absolute best... no matter what. And, we're honest with customers. That's really important, especially with a new business relationship."

No matter if your Spee-Dee filler is 40 years old or brand new, Spee-Dee will be there to help solve your filling needs. Ron's *never give up* attitude is reflected not only his work, but in everyone at Spee-Dee. "It doesn't matter what the problem is or where the customer is located—local or international—we're always here for them. Unless it simply can't be done, we will never say *no*."

### Meet Your Spee-Dee Support Team:

Ron Fojtik, Director of Electrical & Controls Engineering

- Years with Spee-Dee: 20+
- Favorite Spee-Dee Moment: Upgrading our engineering software from 2D to 3D

### 3 Surefire Tips To Keep Your Customers Coming Back For More:

1. **Reach out and get personal.** Customers enjoy businesses who know them. Get their feedback and insight for a tailored experience.
2. **Meet their individual needs.** People expect custom options; allowing at least some degree of customization shows that you understand them.
3. **Treat EVERY customer like a V.I.P.** Stand out as a service leader by finding ways to show your customers that you appreciate their loyalty.

**Spee-Dee builds lasting relationships and lifelong customers with these three sure-fire, proven customer service guidelines.**

**Call Spee-Dee today**  
**1-877-375-2121**  
**[www.spee-dee.com](http://www.spee-dee.com)**  
**[info@spee-dee.com](mailto:info@spee-dee.com)**