

I’m Dave.

I’d like to tell you a bit about myself. I don’t like to brag, but I am your ideal customer. My age? 40 years young, with a college degree and I’ve been working in the print industry for most of my life!

Some of the things I look for in a supplier:

- Quality products on time.
- Timely responses to any inquiry.
- New trends & ideas in the market and tips to achieve.
- Friendly, knowledgeable staff.
- Wealth of information on website & social media sites.
- A visit at least once a year from a company representative.

When it comes to equipment, it is really all about the user experience. I need equipment that is easy to use and modern. Automation is key – I need to make more money with less people! And downtime, this is so important. We need service that is timely, and someone who truly knows their ‘stuff’ about the equipment should something go wrong.

My worry?
Creating customer satisfaction while keeping a competitive edge.

My hope?
Staying ahead of the competition. Always!

My final request is that you must always think of me (Dave) when you are making any transaction with a customer. What would Dave want to see? Are we getting back to Dave as quickly as he would like? Does Dave really want to get that email? Hmmm. I think Dave would like a visit from me. (P.S. coffee is always a nice surprise)! By the way, I love it when you ask about my kids, and I have a thing for sports cars too – the occasional bit of small talk on the side never hurt anyone!

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