

UNITS Brings Back “Good Ol’ Customer Service”

Do you remember when you could call a business and actually have a human being pick up the phone? Do you remember when you were greeted with eye contact and smile? Being thanked for your business? Probably not!

Yes, the days of “good old fashioned” customer service are long gone in most businesses these days, but not at UNITS Portable Storage located in Livermore. At UNITS, exceptional customer service is not just a fond memory of the past, but a present day commitment to exceeding their customers’ expectations every day.

Donna and Rick Topp, local owners, have moved exactly 11 times in their lives before settling in the tri-valley area more than 20 years ago, and know full well the stress created by a local or long distance move, not to mention the mental and physical strain experienced. They have had their share of bad experiences with professional movers who were efficient, but less than effective in the care taken to protect their cherished belongings. They also experienced the stress of driving a large rented truck on their own and rushing to load and unload that truck the same day in order to save some money. They also had furniture ruined by unknown four-legged creatures while in self-storage facilities. They also remember time and time again being

treated as nameless, faceless customers by their service providers. So, when it was time to change careers, they knew that providing an easier, lower-stress solution to moving and delivering superior customer service was just the ticket.

Although still a fairly new concept, portable storage is growing rapidly because it is less expensive than using a full service mover and less work than moving into and out of a self-storage space. Here’s how it works: 1) UNITS delivers a bright, clean, water-tight container to your door (your driveway more accurately). These containers measure 8’ tall X 8’ wide X 12’ or 16’ deep; The larger one can hold a small home’s load of furniture and things., 2) you load the container at your convenience – no need to rush, since you rent the container on a monthly basis. UNITS also can supply third party packers or loaders if you happen to need them, and 3) you can keep the container on site if remodeling, or UNITS will move it directly to your new address, or bring it back to their clean, fully alarmed, climate-controlled warehouse in Livermore for longer term storage.

Here are some of the ways that UNITS is trying to bring back some of the “good ol’ days” of customer service, the folks at UNITS Portable Storage:

Answer their phones personally, 24 X 7. No automated attendants, no recordings!

Truly listen to the unique situation of each customer in order to provide a more customized solution

Remember your name and face (most of the time)

Provide small delivery windows with the times chosen by the customer

Deliver clean containers from friendly, professional drivers

Offer any packing supplies customers may need that are delivered along with the container

Offer discounts to our respected seniors and service men and women

Care about the community – actively supporting Open Heart Kitchen and Shepherd’s Gate

Care about you! See what others are saying at www.UnitsEastBay.com

Come meet the owners at the Alameda Home & Garden Show. Rick or Donna will be there with their UNIT outside, in the food courtyard area.

UNITS Mobile Storage-East Bay
6902 Patterson Pass Road
Livermore, CA 94550