

Volume VI, Issue 29

10140 County Road
Clarence Center, NY 14032

www.reliablepropane.com

Reliable Propane Customer-Link Newsletter

Providing You With a Safe, Warm Home

Summer 2010

Positions Available at Reliable

As a growing company, we are continually recruiting exemplary people. We believe that as a valued customer and member of our team, you would know better than anyone else the type of person you would prefer serving you. You know who we are, as well as our company's family culture and might know an outstanding individual who would be a good fit.

This fall we have a seasonal position open for propane delivery. The job would be 40 hours per week, October-March. We are looking for a non-smoker, a high school diploma or GED, must pass a criminal background check and pre-employment drug screen, valid NY CDL with Hazmat Endorsements and must have excellent interpersonal communication skills.

The second position is full-time for a qualified service technician who would assist our technicians with installations and service. The applicant must meet the same qualifications listed above.

If you know an outstanding person whom you feel would suit the qualities of a Reliable team member, please ask them to call Jim @ 716-741-3000. Thank you!



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Monthly E-Newsletter Available

Reliable SmartBriefs is our new monthly E-newsletter. It features money-saving coupons from businesses owned by Reliable customers, valuable tips, updates on our Referral Club and excerpts from Mindy's monthly blog, For Moms, where she shares some of her insights into family life. Simply e-mail me at ken@reliablepropane.com and we will link you directly to future valuable coupons and information electronically.



Ken's Corner



Dear Friend and Customer:

I received a notice last week that my high school graduating class is planning a reunion for this summer. Humorist, Garrison Keiller described high school reunions as being "...like a gathering of survivors from a ship wreck." We're always glad to be on dry land when we get together every 10 years.

The week before our last reunion several years ago, I was filling a grill tank for a woman that I recognized from High School, but I couldn't remember her name. She said, "I have a high school reunion this weekend with your son, Ken." When I realized that she wasn't joking, I said, "Uh... I'm Ken." She couldn't think of anything to say. We were both embarrassed as her face turned red and she quickly got into her car and drove off. My wife, Donna looks a lot younger than I do, so I stick close to her at reunions and other social gatherings. Still, whenever I am in front of a mirror, I check my bald spot and suck in my stomach.

Getting older means that we need to have more frequent medical checkups to make sure that everything is running as it should. And it is the same with the propane supply system in our home. Whenever we are called for service work in someone's home, we always check the lines to make sure they are safe and free of leakages. An experienced service tech can see things that need to be corrected before they become a safety hazard or inconvenience in the future. Catching problems early is the best defense.

I did look for that woman at the reunion, but for some reason, she didn't show up. She must have forgotten about it...

We really do enjoy what we do!

Sincerely,

Ken Albrecht

President, **Reliable Propane**

Reliable Propane

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This Issue Contains:

- High School Reunion (pg 1)
- Tip of the month (pg 2)
- Serving vs. pleasing (pg 2)

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Honor Tanks After Hours

I received this e-mail the other day:

“Hi Ken- I borrowed an honor tank over the holiday weekend... I will be by on Wednesday morning, if that is ok? Thanks so much, I can't tell you what a valuable service you offer! Cathy F.”

Thanks, Cathy; we get that a lot!



Tip of the Month

When packing your suitcase for vacation, place your clothes in large, zip-lock plastic bags. Your luggage is often exposed to the elements while being loaded on the tarmac, the luggage rack of the car, or when the kids spill Coke while you are busy watching the road.

Typically, when we return home, everyone runs to the computer to catch up on Facebook and e-mail. But if you unpack your suitcases as soon as you get home, it will make life easier. And by then, the kids should be off of the computer. Safe travels this summer!

Referral Club

Refer a new home heating customer to us and you will enter a drawing for a flat screen TV in November!

Appliance Safety—Gas Grills



John Ganschow,
Service Manager

Even though it is convenient to use your gas grill on your covered porch or under the overhang of the garage, please be aware that flames from burning grease and fat can suddenly flare and reach the structure above in an instant. You can add more freedom of movement to your grill by scheduling a service call to install a flexible gas line from your house to the grill and cook safely away from hazards. I'm also good at taste-testing if you want to throw a couple burgers on when you call me over...

Serving our family of customers!

Donna and I go to Massachusetts once a year on business and enjoy visiting an outlet mall nearby where Donna buys a pair of shoes. I noticed an older sales clerk who was obviously having some back pain although he didn't say so. He took a step or two towards me, knelt down and started polishing my shoes. He did my second shoe with just a couple of swipes, put the sponge back in the box and continued to ring up our order. Impressed with the shine, Donna asked me if I needed any socks that were on sale. We added both items without the clerk ever saying a word. He had *served* us. There is a vast difference between trying to please a customer and serving them. Pleasing a customer is trying to win them over in order to like you, but *servicing* a customer stems from no intention other than to honor them. That's the kind of company we want to be!

Wonders of Nature

A feature provided by team member and faithful bird-watcher, Garner Light, who provides some of the latest news on the best sights and sounds of nature right here in WNY.



Monarch

Seeing a Monarch Butterfly gliding among the flowers is one of the first signs that summer has officially arrived. Probably our most common butterfly, it is easily recognizable with its brilliant orange and black design. In their Caterpillar stage of life they appear on Milkweed plants, feeding and ultimately making their cocoon on it.

One of the truly remarkable aspects of the Monarchs is their migration. Because they cannot survive in cold climates, they migrate thousands of miles to Mexico and South California to hibernate. When they re-awaken they lay eggs and die. By the time they arrive here in early summer they have gone through this life cycle several times. To learn more you can visit the following website: <http://www.monarch-butterfly.com/>

Feel free to contact me at garnerlight@hotmail.com with any wildlife-related questions. If I don't know the answer, I'll be happy to find out for you.

Garner