

RECOGNIZED IN...

CustomRetailer

December 2008

Forging Lasting Relationships

CR's Customer Satisfaction Award goes to...



Matthew Nagaye of Paradyme proved that your price doesn't always have to be the lowest to win the sale. His sincere interest in his clients not only impressed Heidi and Richard Strauss it earned Paradyme lifelong customers. It goes to show that establishing a bond with customers has so many rewards. So, CustomRetailer proudly acknowledges Nagaye and the entire team at Paradyme with its Customer Service Award.

Congratulations, Paradyme!

To the Boss/Owner:

Just a tiny note to commend the excellent service that we recently received from Matthew Nagaye.

During our first meeting with Matt at your Fulton Avenue store, we were already so impressed with his knowledge, his honesty and his ability to resolve problems while presenting alternatives, that we returned to Paradyme for our purchases and installation, although we had received lower bids from two other sources.

Matt showed a genuine interest in helping and even went out of his way to help with the installation of our unit. We were, needless to say, extremely impressed!!!

It was Matt that sold us the items, but more than that, Matt sold us on Paradyme and we are now continuing to spread the word.

Thank you, Paradyme, and thank you very, very much Matt.

Heidi & Richard Strauss