

February 2010

VBS CONSTRUCTION INC.

Phoenix & Tucson

~Concierge service at industry standard pricing!

Refreshing VBS News:

- Social Networking
- 2009 Employee of the Year
- Growth is here

Anniversaries

Frank 3 Years

Claims we handle:

- Fire
- Water
- Wind
- Storm
- Vandalism
- Vehicle
- Mold

Goals are the fuel in the furnace of achievements.

- Brian Tracy,

Eat that Frog

Creating Loyalty

According to the J.D. Power and Associates' yearly *Home Claims Satisfaction Study* for 2009, settlements accounted for 41 percent of claim satisfaction and dissatisfaction. This was greatly impacted by the entire claims experience and we have to know that there is a direct connection between favorable claims experiences and loyalty among insureds.

VBS is doing our part to ensure your customers have a satisfied claims experience and retain their loyalty. From the First Notice Of Loss all the way through to payment, homeowners are a part of the process every step of the way. Everything from scheduling within 24 hours of notice, quality assurance calls, to being available any time of the night or day, we are doing our part to minimize customer calls to the adjustor and make things easy and smooth for homeowners. We are here for you with concierge customer service at industry standard pricing.

Hey, did you know?

VBS is riding the waves of social media! Through Twitter, Facebook, LinkedIn, and blogging, we are now available to homeowners on a constant basis. This allows us to have a heightened level of our already dedicated customer service. Find us any time of the day or night;

Twitter @vbsconstruction

Facebook www.facebook.com/vbsconstruction

LinkedIn www.linkedin.com/in/rachelsester

Blog vbsconstruction.wordpress.com



Congratulations to our 2009 Employee of the Year, Daryn Russell!

Daryn has been with us here at VBS for 1.5 years but has over 20 years of drywall experience. We consistently get home owner feedback about his outstanding work. He is a dedicated employee who truly cares about doing things right the first time. He is clean and consistent in every job that he completes for us. For his efforts, he will be getting a plaque and a gift card to enjoy a night out!

Thanks and Congrats to Daryn!

Note from Bruce:

There are two words that we forget to speak enough times.

First of all to our customers: thank you for your loyalty to us over the years. Sometimes in the rush of things we forget to say thank you. To our vendors: thank you for your support during these turbulent times. To my employees and fellow team mates thank you for staying the course with me when adversity seems to surround us on all sides. May 2010 be a time of growth in each and every person, in both your personal and professional lives. Once again thank you!!

We are here to help

Bruce Berres

Gene Weinstein

Rick Mason

Jim Cox

Vicki Duran

Rachel Sester

CEO

General Manager

Estimating Manager

Production Manager

Accounting Manager

Director of Marketing

~Bruce Berres

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