



1000 south 10th Street Independence, Ks 67301
Garden Center • Landscaping • Irrigation • Lawn Care

February 15, 2018

Dear Friends,

Getting the opportunity to sit down and draft our spring new letter is such a fulfilling time for me. It marks the beginning of the countdown till spring. We all have had some well deserved time with our families during the holidays and we are starting to fill our work days with pre season preparations with equipment, employee evaluations and setting goals for the upcoming season.

The theme we are focusing on this year is customer service. That seems like a cliché that gets tossed our too much in our day and age but we really do want to focus on our relationship with you. We would much rather be focused on doing everything we can to make sure you are satisfied with the investment you have in your lawn and landscape rather than doing just a few things for a lot more people. We want clients not customers!! We go to great lengths to collect data on our end so that the services you receive from us are timely, seem less and almost effortless on your part. Having spent 25 years in this industry you get a 6th sense about what's coming around the corner and proactively responding to a need before the client realizes it brings us great satisfaction. For instance, we keep records of anyone who we have ever treated for insect issues and put them in a spreadsheet so that if we see a bagworm problem coming sooner than we normally expect we can prepare to treat for this issue faster for those who are on a automated service agreement as well as call those who are on a watch list and give them a friendly reminder to be on the lookout and report back if they see anything.

I would like to think of it as if you are a part of our own private club landscape club. When we take better care of you we do better ourselves. Of course, we do not turn away any one in need but our main focus is on the quality of service our clients receive from us. When you have a need you know when you pick up the phone you are going to visit with someone who knows you, your property and the work history we have with you and when you see any of our team at your property we know who you are, your expectations, and can respond kindly to any questions you may have.

With all of these positive things to say we cannot go without saying that we are all human and we all can make mistakes. We want you to know that we want to be quick to address any concerns of yours, reassure you of our intentions, apologize if we did not get something absolutely 100% right and create a way to fix the issue.

We also understand that change is inevitable and sometimes it's good to have a review of how we are handling our work relationship with you. Sometimes there is need to downsize budgets and other times there will be opportunity for new things. We understand, and want to continue our relationship with you so that your grounds care goals and budgets are being met.

In the coming weeks we are getting ready to start our spring clean ups, first rounds of turf weed control and spring plantings. Over the many years of servicing our customers we have created a routine where many clients just expect us to do what we have always done. If you are unsure of our plans please feel free to call in., we would be glad to hear from you.

We would also like to remind you about products and services that TLC offers/provides that you may not get elsewhere. These include having a certified arborist on staff, certified backflow certification and testing, certified applicators for turf & ornamentals, industrial and right of way weed control, 5-year warranties available on our trees and shrubs, aeration services, and landscape lighting. And we are still offering our free delivery Saturday promotions through spring. We are also very excited about our automated contact system through our website that is accessible 24-7.

Looking forward to seeing you soon!!!
Staff of TLC Nursery and Outdoor Living / TLC Groundskeeping, Inc.

Jack DeGraw and Fred Schultz