

INSIDE

Let **BENSON'S** Help You Prepare for the Change of Seasons

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Benson's is Now Employee-Owned

Hello, and welcome to spring in Tallahassee. As always, your friends at **Benson's** are here to help bring comfort, cleanliness, and **\$avings** to your indoor environment. This newsletter is full of information about all three, so please read it and then share it with others and help them understand why we believe it's "**Better at Benson's.**"

We recently made a change to ensure that "**Better at Benson's**" will last another 40 years. On January 1, 2019, **Benson's** became an employee-owned company! **Benson's** has always been about having the best and most highly trained employees, and now the best company is owned by the best co-workers . . . including me. What does this mean for you? Simply that the dedication and quality of service that you have come to expect from us is now ensured by employee-owners, who want nothing more than to satisfy you.

In June, we will be starting our 39th year of service based on a goal of always leaving you more than satisfied with our performance. We are proud to have served the Tallahassee market for so long and are confident that you will want to share your experiences with our company to benefit others.

As **Benson's** continues to grow and offer more and better ways to service you, we welcome your comments and suggestions on how we can perform better. Give us a call at 850-562-3132 or visit our website, www.bensonshvac.com, to share your thoughts and ideas. We always love hearing from our customers.

Thank you for your friendship, your trust, and your business. The employee-owners of **Benson's** look forward to another year of working with and pleasing you!

Benson



Are You the Best?

Benson's is more than just a great place to work; because Benson's does not have jobs, we create careers.

You may have read in Benson's column that we are now an employee-owned company, and now is a great time to become an employee-owner. We are always looking for outstanding co-workers to join our team.

Positions we are currently seeking are Customer Service Representatives and Technicians for our Service, Installation, and Commercial departments. We have a career track available to take an individual with little to no experience, and give them the tools to advance in the trade.

Our Customer Service Representatives communicate with our customers, organize schedules, and promote our services. This position has an in-house training program for the first 90



C. Daniel Boyette
Vice President

days, then you move on to explore advancement modules in your training program. The more modules you complete, the more you can earn.

If you like solving a problem, working outside, and self-management then maybe an installation or service technician is in your career path. With in-house and on-site training, we can create a lead installer or service technician in just three to four years while earning competitive wages and benefits.



If you know someone unhappy in their current career path, or just wanting a change, let them know that Benson's has many success stories to share. I'll be happy to discuss how we can create more employee-owners.

- Daniel



EMPLOYEE SPOTLIGHT

Jennifer Cone

Customer Service Representative

I have been with Benson's since August of 2013 and have had many experiences working here. I truly enjoy helping our technicians help our customers and put their worries at ease.

I started as a Customer Service Representative and now I dispatch our field staff and help aid in the day-to-day operations for our service department. I enjoy getting to know our customers and meeting them face to face at our home show every February. I live in the Lake Jackson area with my husband of 19 years and 3 sons, two of which are identical twins (*yes, they definitely keep me on my toes*). I am also a diehard FSU football fan, so most Saturday's in the fall you can find me at Doak Campbell or on my couch in front of my TV, not moving until the game is over. I look forward to many more great years here at Benson's.



Jennifer Cone

BENSON'S Current Commercial Projects

- Angelo's Unit Change Out Owner
- Bond Community Center Owner
- Capital City Country Club Unit C/O Owner
- Chase Bank Renovation Thomasville Road Vericon Construction
- City Of Tallahassee Well House #11 Council Contracting
- Collins Building Office Renovation Cook Brothers Inc.
- COT Water Quality Lab New Bldg. and Renov. CSI Contracting
- FAMU Viticulture Field House Ram Construction
- Florida Chamber Of Commerce Curbs Owner
- Frazee Addition CCH Construction
- FSU College Of Engineering Suite B206 Rippee Construction
- FSU Credit Union Monroe Street Sperry and Associate
- FSU Johnson Building G015 Allstate Construction
- FSU Marine Lab Dorm 405 Renovation Rippee Construction
- FSU Mendenhall Suite 125 Renovation Cook Brothers Inc.
- FSU Presidents House Package Unit FSU
- FSU Primary Health Center Childers Construction
- FSU Sandels Deans Suite 242 Omnicon Corp
- FSU Tully Gym Allstate Construction
- Holy Comforter Commons Building Ajax Construction
- Kirkman Building 3rd Floor B Wing North Cook Brothers Inc
- Marianna Toyota Riley Palmer Construction
- Pruitt Health Allstate Construction
- Southern Vitreoretinal Owner
- Syn-Tech Systems Office Addition Owner
- Taylor County K-2 School Addition Allstate Construction
- Unisource Worldwide Renovation Commercial Repair

The HVAC Industry is Growing and Filled With Exciting Opportunities

Most people probably don't ever consider the size and scope of the industry that is working behind the scenes to keep them comfortable at the push of a thermostat button. But here's a recent statistic that caught our eye: The global HVAC (heating, ventilating, and air conditioning) systems market is expected to reach a valuation of \$265.2 billion U.S. dollars by 2024, with a compound annual growth rate of around 6.9% between 2018 and 2024. Yes, that's billion with a B!

Needless to say, hundreds of thousands of people are behind those numbers, including scientists, researchers, and manufacturers who are working hard to create cleaner, safer, more efficient ways to heat and cool your homes. On a more face-to-face level, the U.S. Bureau of Labor Statistic says there are more than 300,000 heating, air conditioning and refrigeration mechanics and installers in the United States alone.

We at **Benson's** are honored to be a part (albeit a small one!) of such a growing and important global industry—and we are proud to have our own team of skilled and friendly employee-owners working on your behalf.

Our team starts with the customer service representatives who take your

calls or monitor our website for your communications. These folks are your go-to people to make sure you are well taken care of and that your needs and desires are not only met but exceeded.

Next up are our comfort advisors.

When it comes to determining the products and services that **Benson's** can provide to help ensure your comfort and safety, these people are the best. They know the latest



technology, and they know the Tallahassee area.

After the comfort advisors have done their job, our skilled installations teams are ready to step in and craft the system your home deserves. Our installers are highly trained, because we know that ensuring your comfort and safety goes well beyond just “hooking up a box.” When you purchase from **Benson's**, you expect to receive years of highly efficient comfort, and our dedicated installation teams take care to make certain that you receive an outstanding system.

Finally, our service technicians know the ins and outs of maintaining and, when necessary, troubleshooting your system. They are prepared day and night to make sure you are always cool and comfortable, even during the hottest and most humid days and

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We're #1 in Tallahassee

Google
4.8 Stars with 586 Reviews
★★★★★

FaceBook
4.7 Stars with 101 Votes
★★★★★

Nearby Now
4.9 Stars with 4514 Reviews
★★★★★

Win a Free Dinner for Two from BENSON'S

Return your customer response card or visit our website and enter comments about your experience doing business with us and you might win a free dinner.

We believe strongly in seeking out customer feedback. Every response card we receive, and comments posted on our website, are automatically entered into a drawing for a \$100 gift card.

Thank you for taking the time to let us know what you think of us!

Congratulations to Our Most Recent Winner:

Carolyn Forbes

Take Us to the Office and Earn \$100!

Did you know that Benson's not only services homes, but also commercial businesses? If you are accustomed to our world-class customer service in your residence, know that you can receive the same attention and satisfaction in your place of employment.



Athey Crawford
Service Manager

Our commercial services include diagnostics and repairs of problematic HVAC equipment, along with

maintenance plans to meet your company's needs for outstanding comfort control and savings.

Have your employer give us a call and set up an appointment; I'd love the opportunity to present a proposal for our customized commercial maintenance plan. If the proposal is accepted, we will give you \$100 for the referral. It's just another way to show our appreciation for allowing us to provide for all of your heating and cooling needs.

- Athey

Spring Cleaning Safety

Everybody loves spring cleaning, right? There are a few safety topics worth mentioning before beginning the arduous task of tackling clutter. For one, you're not the only one kicking it into gear this time of year. All sorts of things that crawl or slither about are too! Be vigilant of biting / stinging insects and snakes as you are reaching into places or traipsing about in areas you haven't been in a while. Something may have made



Taylor Green
Safety Director

it their new home, so watch out and keep some wasp spray handy. Also, be extra careful on ladders. Select the proper ladder for the job so that you do not have to overextend or venture past the third rung from the top. Make sure you setup on a firm level base and never on top of boxes or barrels. When using an extension ladder, ensure that you keep the base feet one foot from the wall for every four feet of needed height, or a 75-degree angle. So a ladder going up 20 feet should be 5 feet from the wall at the base.



Exciting Opportunities

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nights the Florida panhandle can dish out. This is a demanding and specialized job, and also a vital one: The Bureau of Labor Statistics predicts a growth of 15 percent in this field between 2016 and 2026.

There are others here at Benson's who are highly trained to our ability to serve you year in and year out, and we are always looking for the best and brightest hard-working people to help our employee-owned company continue growing and advancing in the future. We are strong believers in "hire for attitude, train for aptitude" and are always happy to hear from good people who are interested in being a part of an important, growing, and exciting industry. Contact us if you or someone you know fits the bill.

There is one job, however, that is *not* available at Benson's: Prissy has the office canine duties covered - don't even ask!



Real-Time Technician Tracking – Another Way to Make Your Service Calls Easy and Convenient

At Benson's, we know your time is valuable, and we are always looking for ways to make your service and maintenance calls easy and convenient. That's why we have implemented a new feature: *technician en route GPS tracking*.

We now offer an e-mail or text message to let you know that a technician is headed to your home. This message will have a brief biography and picture of the



Brandi Costa
Customer Service
Manager

technician who is coming to your home, along with an Internet link. The link will allow you to track your technician live from your smartphone or computer as he or she drives to your home. So if you are debating about running to the store to grab a few things or picking up the kids from school, you will know exactly how long it will be before we arrive.

Try our real-time technician tracking feature on your next service or maintenance call. We know you will like this new service.

– Brandi

AMANA / BENSON'S REBATES



Up to \$1,000 Instant Consumer Rebate on Amana Equipment

16 SEER - Single-Speed Equipment
\$100 Instant REBATE

16 SEER - Two-Speed Equipment
\$400 Instant REBATE

18 SEER - Two-Speed Equipment
\$500 Instant REBATE

18 SEER Inverter Equipment
\$600 Instant REBATE

20 SEER Inverter Equipment
\$1,000 Instant REBATE

Until June 30, 2019

Consumer invoice must be dated on or before June 30, 2019

New **BENSON'S** Warranties:

- 10 Year Parts
- 10 Year Labor
- Lifetime Unit Replacement
- Lifetime Compressor



*Complete warranty details available at www.amana.com. To receive the Lifetime Warranty, online registration must be completed within 60 days of installation.



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bensons@bensonshvac.com

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Karen's Crock Pot Roast

Recipe is from Karen Williams,
Customer Service Representative

Ingredients:

- | | |
|--|--|
| 1/2 lb sirloin tip roast
or chuck roast | 1 package of baby carrots |
| 1 can golden mushroom
soup | 1 package of petite
potatoes (<i>I use new potato
medley</i>) |
| 1 Vidalia onion | salt and pepper to taste |

Directions:

- Remove the peeling from the onion, cut it in half and place it on the bottom of the crockpot
- Place roast directly on top of onion
- Place carrots and potatoes around the roast
- Pour undiluted soup over top of roast (it will be thick)

Salt and pepper all around

Cook on high for 4 hours

