LETTER FROM THE PRESIDENT

FOR

JOSEPH MUENCH

Greetings! (Hello? Choose one that you feel suits your clientele)

I want to take this opportunity to personally thank you for spending the time to visit our website, see who we are, what we offer, learn about our core values, and see how we intend to demonstrate our commitment to customer service. Our intention is that you really get a sense of how we really appreciate **YOU**, our customer. At Pro-Con, positive customer relationships are our **priority**. The personalized and dedicated service we offer is not just another “marketing campaign.” We understand how important customers are to any business because we, too, are consumers. To put it simply, we believe in treating everyone as we would want to be treated. From the services we offer to the attention we pay to details, Pro Con’s mission is to exceed your expectations when it comes to fulfilling your needs for construction supplies and services.

Pro Con is a local business-one that employs neighbors, both yours and mine, and we are constantly working to understand and fulfill the needs of our community. Our core values are uppermost in our minds with each step of contact and service we provide.

Our mission in business is to be guided by the values that create and maintain mutual respect and productivity:

* **People come first**. We respect every individual and believe that those who are treated with respect give their best.
* We are guided by **Integrity** and our business is conducted ethically.
* We are **Customer Focused** and are profoundly aware that our success depends on the success of our clients. We focus on ways to anticipate, understand and respond to our customer’s needs. We will always do our best to offer solutions. To us a problem is an opportunity for resolution.
* We honor our **Commitments** and we follow through as needed.
* We believe in the power of **Teamwork**. Business is a team sport. We live by the Golden Rule and team strength supports our individual strength.
* We believe in doing **Hard Work** as needed. We know the significance of trying our best, and although we may occasionally fail at some tasks, accountability and correction are implicit in our commitments.
* We believe in **Responsiveness** and we operate with a sense of urgency. Your project is as important to us as it is to you.
* We believe that the work environment can also be **FUN**. Let’s face it; work takes up a major chunk of our loves. We may as well enjoy it! Just make sure it all gets done!!
* **Clarity** in understanding our mission, our values, and our respect for our employees and clients is critical to our success.

No matter if your job is large or small, intricate or superficial, Pro Con does its best to exceed your expectations. Whether it’s locating hard to find parts or supplying stock items, your Pro con staff is at your service when you need us. We have a 24-hour call center so we can be there for you to guide you through those unexpected construction emergencies even if they occur after regular business hours. If you ever have to reach me, I am also available at 575-524-8616 or you can always send me an email at joseph@\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Pro Con is **NOT** an anonymous big box store. You mean something to us and we intend to really mean something to you when it comes to construction projects whether large or small. It is our intention that you have all of the supplies and services you might ever need throughout your project processes, and we at Pro Con eagerly await your challenges and projects as if they were our own.

We look forward to meeting you, working with you and building strong relationships!!

Thank you,

Joseph Muench