

# Introducing Two New Legends Garage Door Employees That are Set to Make Their Mark on the Company

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Legends Garage Door is one of the leading Phoenix companies in their area of expertise. They are also a family-owned company that knows the value of great customer service. That's why when someone new comes on board with them, they like to take the time to recognize these new employees and show how they add value to the company. Those at Legends Garage Door believe that when a company combines excellent garage door work with honest and caring customer service, it makes for some very happy customers.

Company co-owner Melissa Hagen had this to say about why they like to introduce the newest members of their work family, "When we are working at our garage door service, many times we become customers too as we go about our daily routines. We know all too well what it's like to feel the other business person you are chatting with in person or on the phone sees you as a number and not as a customer that should be respected. That's why we like to treat our garage door customers in a way that makes them feel like we truly care about them. Doing things like introducing our new employees is a way to make our valued customers feel like they are part of everything that we do. Cory and I truly believe that it's our exceptional customer service that sets us apart from other area garage door services."

Melissa then went on to give a little background on their new hires. She started with David by saying, "David is the newest member of the tech force at our garage door service in Phoenix. He has been a resident of Arizona for over seven years now and previously worked in the golf industry. This is his first year working in the garage door industry but his technical background has made it an easy transition for him. His learning curve has been accelerated because he has taken a keen interest in learning from the more experienced members of our garage door installation crews. David tells us he gets great satisfaction from seeing a smile on a customer's face once an installation is complete. As far as personal goals go, he has made it no secret that he would someday like to visit Spain when he has free time."

Melissa also provided some background information on new customer service rep Kim by saying, "Kim has

lived in Arizona for 4 years now. During that time and before, Kim has added valuable customer service skills to her resume. Part of this experience comes from helping customers at the Department of Motor Vehicles and as a customer service rep for a moving company. She likes being a part of the family atmosphere here and has really taken to her role of helping our customers get their garage door needs satisfactorily met. She is an avid outdoors person in her free time and lists Alaska as her #1 bucket list destination.?

At the same time they are making their customers feel like part of the family, those at Legends Garage Door are also busy providing a wide variety of quality garage door services. They are well-known for having superior garage door installation teams that pay attention to even the smallest details while working. This garage door company also provides a big selection of garage door types. Included in that list are regular, roll-up and swinging style garage doors.

Legends Garage Door also provides many different maintenance and repair services. These include such garage door services as safe spring replacement, bent track repairs, and installing entire new garage door openers. They also can replace and repair remote controls and wall switches that are not working properly.

Lastly, Melissa added that they love when a customer takes the time to visit us on Facebook. They encourage the customers that go there to tell them what they like about their garage door services and what they feel the company needs to improve on. She feels these comments help them take their already exemplary customer service to an even higher level.

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For more information about Legends Garage Door, contact the company here: Legends Garage Door  
Melissa and Cory Hagen  
6234663699  
melissa@legendsgaragedoor.com  
Legends Garage Door  
2501 W Behrend Dr.,  
Suite B-27  
Phoenix, AZ 85027

## **Legends Garage Door**

*Legends Garage Door is a full service garage door repair, new parts, maintenance and installation contractor. Our team services all of Phoenix, both East and West valleys and Northern AZ.*

Website: <https://www.legendsgaragedoor.com/>

Email: [melissa@legendsgaragedoor.com](mailto:melissa@legendsgaragedoor.com)

Phone: 6234663699

