Industrial Plastic Supply?s Customer Service Department Boasts Having Vast Experience for Plastic Professionals

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The management at Industrial Plastic Supply, Inc. credits part of the company?s success to the combined 324 years of experience that their customer service department has. That is an impressive amount of experience for a small 15-person customer service support team. It averages out to some 21.6 years of customer service for each customer service member and that is a tremendous asset for any company to have.

Company spokesperson, Hayden Hess, was very complimentary about the company?s customer service department as he said, ?It does not matter how many good products a company has if that company does not handle relations with their customers well. That is why we are so thankful to have the experience that we have in our customer service department. It?s a 15-member team that we are proud of to say the least. Each and every one of them is skilled and knowledgeable when it comes to answering questions about our plastics products. They also do a tremendous job making sure that any issues or concerns that our customers have to get handled quickly and resolved in the proper way. Without a doubt, they act as an important liaison between our customers and our management personnel. Like all company?s, we are not perfect 100% of the time. When we make mistakes our customer service members go to work making some magic that helps keep our customers' opinions of our company at a high level.?

Hess went on to add that because of that experience, the company can give its customer service team members more responsibility than most companies normally would. He says in many respects they are so knowledgeable about what they do, they function as a well-informed extension of the sales team. That translates to their being much less time spent transferring customer service calls to other company members. Hess credits this for helping to streamline the company?s day to day operations. He says the company?s customers are always complimenting their customer service department for their professional and empathetic

attitude and for how quickly they resolve issues. He also stated that what else is impressive about their experienced customer service team is that each member is actually certified by the International Association of Plastic Distribution (IAPD). That is something that very few plastic manufacturers can claim regarding their customer service teams.

The company itself has been serving the needs of those who require plastic products since 1975. A few members of the customer service team have been with them that entire time. Industrial Plastic Supply, Inc bases its operations out of Anaheim, California. They are located in the heart of Orange County near the intersection of the areas number 5 and 57 freeways and not far from the popular number 22 freeway. From what started as a small to medium-sized machine shop has grown to one of the largest plastic supply houses on the West Coast. They now supply machinable plastics in the entire national marketplace and beyond. Hess says this feat would not have been possible without the experience that their customer service personnel have.

One of the products that their customer service team has been instrumental in supporting is their famous Dupont Delrin sheet and rod plastic products. Hess says this is a product that needs a vast amount of customer support because they offer so many different variations of it. In addition to the regular line of Dupont Delrin sheet and rod plastic products, the company also offers glass-lined versions and many specialty grades of the product too. The spokesperson says a customer service rep must really know their stuff when it comes to talking about such a diverse product line and thankfully those on their customer service team do.

Another company product that requires an excellent customer service team to handle is the Kynar PVDF products that the company sells. Hess states these are advanced fluid handling plastics that are known for having excellent flame and heat resistant characteristics. They also need knowledgeable customer support because of the many number of ways this product can be used. Each member of their customer service teams must be well-informed as to the other properties of this advanced plastic too, such as its excellent abrasion resistance and its superior strength and rigidity. The spokesperson credits the way their customer service team handles complex products like their Kynar PVDF sheets and rods as a big reason for their overall company success.

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Industrial Plastic Supply, Inc.

Industrial Plastic Supply, Inc. has been serving the Engineering and Mechanical Plastic Sheet, Rod and Tube market for over 40 Years. With the largest inventory of in stock plastics in the Western United States.

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