

A View from the Other Side



ZL Quarterly October '11

An editorial written by our newest sales representative **Seth Johnson** about the values of customer service beginning with his time spent in the warehouse to his recent progression into sales:

My journey with **ZL** Engineering Plastics began five years ago when I accepted an internship starting in the warehouse. As learning situations go, the highlights of the first month resulted in some forklift holes in the wall and a few broken pallets. After spending time working in the warehouse, I've learned that it's more than just getting orders quickly out the door; it's making sure that each shipment is packaged in a presentable manner and is secured properly to ensure that the material makes it to its destination in the same condition as it left.

Since graduation I left the internship and dirty clothes behind, transitioning to inside sales. It's clear that my daily routine has changed, but the goal has remained the same and that is to provide exceptional service while delivering quality materials on time.

Being a part of all the aspects that goes into building **ZL**'s business and reputation (from following up on quotes, receiving an order, and making sure the material leaves our warehouse correctly) has shown me the efforts and importance needed to provide the level of customer service our partners expect.

The opportunity to work at **ZL** has provided not only a career, but the privilege to be surrounded by a talented team from whom I will continue to learn. It has been an incredible five-year learning process: from the warehouse, to inside sales, and soon to be outside sales. Seeing first hand of what goes into building our business has given me the tools to be a part of the growth with **ZL**.

Thank you for your continued support!

-Seth Johnson

A handwritten signature in black ink, appearing to read 'Seth Johnson'.

New addition to the **ZL** team!

ZL Engineering Plastics is pleased to announce the addition of Seth Johnson to our team as an Outside Sales Trainee. Seth joins **ZL** to further our distribution partnership by cultivating new business via joint sales calls, and developing leads to uncover additional business opportunities. While completing a finance under grad degree at Kansas University, Seth interned at **ZL** in various job functions from filling orders in the warehouse to inside sales. This experience brings a great understanding of the importance of customer service starting with securing a piece of business to the details of packaging and shipping the material. Please take the time to welcome Seth to the industry the next time you call **ZL**!

