## Lift Line Newsletter

## September 2023

# Raising the Standard in Material Handling since 1979.

495 Prince Charles Dr S, Welland



905-788-0971

www.liftline.ca



# Gratitude...

World Gratitude Day is celebrated on September 21 annually. This day aims to remind us of the importance of expressing gestures of thanks and appreciation. Understandably, sometimes we can get caught up in our busy lives and neglect to show how grateful we are for the people around us.

We are grateful for our team and their dedication to Lift Line. We are grateful for our vendors and the connections that we have made. We are grateful for you, our customers. Thank you for your commitment, for your kindness and for trusting us with your material handling needs!

#### In this issue:

PAGE 1

- Gratitude

#### PAGE 2

- Shout out to Gerrie Electric & Ladders

PAGE 3

- Titan Forklifts

PAGE 4

- Community Support for Local Food Bank & Customer Bill of Rights



# SHOUT OUT TO ...

## Gerrie Electric

Gerrie Electric is a proudly Canadian, family owned and operated business that ranks as one of the largest independent electrical distributors in the country. A core purpose of passionately helping customers succeed by delivering exceptional experiences and solutions continues to serve the company well and still motivates their growth after three generations. Understanding the importance and value of supporting local businesses and the communities in which they operate, Gerrie generously invests in their people, locations, automation processes and customers.

Lift Line's services help us to run our business and take care of our customers. We rely on Lift Line for training and Forklift Certification, regular maintenance, service calls, rentals and most recently purchased a refurbished forklift. One of the best advantages of being part of the Welland business community is supporting local businesses like Lift Line!

www.gerrie.com



We can help you climb that ladder of success one step at a time!

We have access to a variety of ladders that will meet all of your needs.

Give us a call or send us an email today!



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### Community Support for Local Food Banks

Feed Niagara Members issued a December 2022 News Release stating that in Niagara, and Ontario, food bank usage is up over 40%, while support is down. We are aware of the fact that our community is filled with people in need, so we like to support local organizations that provide resources for people in our neighborhoods. Giant FM recently organized a food drive/back-toschool drive which we decided to participate in, without hesitation. As a team, we were able to donate backpacks filled with school supplies for 25 children, as well as several boxes filled with food, focusing mainly on lunch box items. Our food banks need help to fill their shelves and as a community we can provide that help.

"Alone we can do so little; Together we can do so much ~ Helen Keller"



44 years ago Lift Line Machinery Ltd. began with the following Customer Bill of Rights :

Our Customers Have the Right to Expect: -timely service as viewed from their perspective; -service at a reasonable expense; -courtesy, respect and empathy regardless of the situation; -us to listen so as to understand their problems; -communicate clearly and concisely with them; -us to fix it right the first time and provide zero defects; -expect all of our people to be qualified; -us to be dedicated to go the extra mile; -personalized service that addresses their specific needs; -cleanliness in whatever our service for them might be. We have stuck to this Customer Bill of Rights every day since 1979!

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