

WALL-2-WALL NEWS

Visit our helpful website: <http://store.acsouth.com>
We have added more helpful information to this web page for you, check it out today!

Comments or ideas please email acsnews@acsouth.com
Editor: Mark Barcello

Top 10 Carpet Installs for Nov 08

RANK	STORE #	SQY TOTAL
1	915	4194
2	904	3933
3	919	3803
4	4127	3749
5	947	3635
6	4621	3454
7	930	3429
8	940	3409
9	906	3407
10	4108	3240



Who will be in the Top 10 SQ YD report next month?

Thank you for all the hard work.

Are you looking for a waiver? How about a floor plan for a customer? Did you know you can access the American Carpet South computer system site at <http://store.acsouth.com> from your internet browser and view a waiver and a plan for any customer's job that has been completed? Try it out today!

ACS Customer Care Letter

Great job and thank you for your Heroism!

From: Barbara, Roxbury, MA

I want to take a minute to tell you that our installer, Vincent, is a true hero.

Vincent arrived and from the first minute he was cheerful and knowledgeable. Our house was built in 1892, and there are no straight lines anywhere, including in the bathroom. He decided how to make the tile fit and look the best, reviewed it with us, and got most of the work done the first day despite a late start (not his fault).

He had to come back the next day, and that turned out to be a blessing. Shortly after he got started, he smelled smoke and alerted Elaine. Together they went through the house trying to find the source. Vincent was helpful with that, and after Elaine discovered the fire in the basement Vincent called the fire department.

Together they got windows and doors open and exited the house. Vincent stayed with Elaine while she was treated for smoke inhalation and was comforting and reassuring. I had been out and when I returned home Vincent helped explain everything while Elaine was headed to the hospital and was also very helpful to the fire department, explaining the sequence of events. I was upset and he was very calming and pleasant. Once we could go back into the house, he actually stayed and finished the job. The tile looks great -- it really couldn't have turned out any better.

If Vincent hadn't been at our house, the damage would have been much more severe. His quick thinking and helpfulness really made a difference! You have a fine young man working for you and I really wanted to let you know.

Install Facts & News

Laminate Flooring is \$1.99 per sq. ft. basic install through 12/31

Never Lose a Sale, before telling any customer it can't be done please call your workroom!

Advertised Holiday Timelines Flooring

Flooring Programs: *Purchase your product by the date below to get it installed by THANKSGIVING (11/27)

Special Order Carpet	November 7	} *Product and installation must be paid for in full by the stated date in order to receive the flooring by Thanksgiving
In-Stock Hard Surfaces	November 13**	
Rapid Install Carpet	November 17	
72 Hour Carpet	November 21	
Stock Carpet	November 21	

Flooring Programs: *Purchase your product by the date below to get it installed by CHRISTMAS (12/25)

Special Order Carpet	December 4	} *Product and installation must be paid for in full by the stated date in order to receive the flooring by Christmas
In-Stock Hard Surfaces	December 10**	
Rapid Install Carpet	December 15	
72 Hour Carpet	December 19	
Stock Carpet	December 19	

Flooring Programs: *Purchase your product by the date below to get it installed by NEW YEAR'S DAY

Special Order Carpet	December 8	} *Product and installation must be paid for in full by the stated date in order to receive the flooring by New Year's Day
In-Stock Hard Surfaces	December 15**	
Rapid Install Carpet	December 19	
72 Hour Carpet	December 26	
Stock Carpet	December 26	