

# Customers Come First for Able Glass, Talk Award Winner for Excellent Customer Service

*A customer-centric business model earned Able Glass of Santa Clara, the 2018 Talk Award for excellence in customer service for the seventh consecutive year.*

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/EINPresswire.com/ -- While growing a family-owned business for almost 50 years through shifting industry standards in an ever-changing business environment, one thing remains constant for [Able Glass](#): customers always come first. Their customer-centric business model earned Able Glass the 2018 Talk Award for excellence in customer [service](#) for the seventh consecutive year. This prestigious award identifies businesses who deliver great customer experiences based on independent market research using a proprietary rating algorithm which neutralizes bias. With a workforce boasting more than 200 years of skilled industry experience, Able Glass services 30 metropolitan areas in the Silicon Valley region within a one-hundred-mile radius of their Santa Clara, California showroom. They provide complete glass service, window and door screen service, and specialize in retrofit and new construction windows and patio doors.

Second-generation owner, Eric Holder, has been involved in the business since he was 12 years old. He explains, "Able Glass takes great pride in both our work and in our service. We are so proud of the work and service we provide that we guarantee it." Most jobs begin with a free, one-on-one evaluation to assess concerns unique to each job and to discuss affordable solutions. Customers can then make informed choices based on appropriate product knowledge and industry standards. Able Glass customers are educated, technologically savvy, and well informed. Holder states that he has many returning customers because his company walks them through every phase of the installation process, and consistently meets project expectations and completion timelines.

“

Our outstanding employees, and their experience and longstanding tenure with our company set us apart”

*Eric Holder, Owner*

Servicing a broad variety of homes, living communities, and businesses, Able Glass maintains the shortest field service timeframe in the industry, two hours, with technicians arriving consistently at the top of the hour. Holder reports that customers typically love their newly-installed products after a job is complete, and are surprised by the extraordinary crew. Homeowners Will and Sarah describe their experience with Able Glass, "...the crew was like a surgical team or an orchestra performing together



2018 Talk Award Winner Able Glass

in a truly magical way.” These customers appreciated the attention to detail, “They were gone in only six hours, having installed six windows and a sliding glass door. They cleaned the windows, vacuumed all debris, and left the place spotless. The crew even mixed and installed new, matching grout between the tile floor and the new sliding door.” These homeowners described their overall experience as “nothing short of remarkable.”

Able Glass vendors also sing their praises. “Able Glass sets reasonable, informed expectations with clients and keeps projects on schedule. Eric builds trust with clients and staff with his easy-going personality and deep industry knowledge,” explains Andrew Druba, Milgard Territory Sales Representative for the Bay Area. Milgard has been manufacturing custom made-to-order doors and windows for fifty years, winning multiple awards for product quality. Druba continues, “They treat partners like Milgard with respect, even when there are unexpected challenges on a job due to manufacturer error. Eric often uses humor in these situations to take the edge off so we can find a solution. I admire his working relationship with clients – he always communicates issues directly to clients, even when they stem from something on our end.” Druba reports that the staff is a pleasure to work with from the front office at the showroom to the crews on the job sites. He always looks forward to the days when he is scheduled to visit Able Glass.

“Our outstanding employees, and their experience and longstanding tenure with our company set us apart,” Holder points out. Technicians receive vendor training and certification while utilizing clean project work ethics and practices. Holder continues, “We approach all projects with integrity and our crews respond to customers with respect, just as they would want to be treated.” Consequently, customers come back – many customers have enjoyed a 20 to 30-year working relationship with Able Glass. These folks generate more clients by sharing their positive experiences through word-of-mouth and social media outlets. Although pricing is competitive for everyone, Able Glass rewards returning and referring customers by passing on additional vendor volume discounts to keep pricing low.

Along with being recognized by the Talk Award for superior customer service among North American businesses, Able Glass has long been recognized by the local communities it serves as best window



Able Glass Santa Clara



The 2018 Talk Award

installers and door installers. In addition, they are recognized for exceptional artistry in stucco work matching textures and designs. Able Glass' products meet the stringent performance standards of the AAMA (American Architectural Manufacturers Association) and they are identified as one of the highest-rated companies in Northern California by Diamond Certified®.

#### About the [Talk Awards](#)

The Talk Awards are presented by The Research Company, an independent research and publishing company that calculates customer satisfaction ratings through comprehensive, accurate research for small-to-medium-sized businesses from a broad range of industries. A fair and unbiased rating system combines data collected from online sources – customer reviews, surveys, blogs, social networks, business-rating services – to determine top consumer-rated businesses. Only the highest rated businesses earn the Talk Award. “Our goal is to help businesses gain control of their image and reputation by providing consumers with a fair and unbiased, third-party overview of their business,” says Awards Coordinator, Emily Simeneta. For more information about The Talk Awards, call 877.712.4758 or log onto [www.thetalkawards.com](http://www.thetalkawards.com).

#### About Able Glass

Able Glass has been providing service throughout the San Francisco Bay area for almost 50 years. They specialize in window replacement, custom screens and repairs, tub and shower enclosures, table tops, mirrors and more.

You can find Able Glass at 850 Aldo Avenue in Santa Clara, California, reach them by phone at 408.496.9960, or online at [www.ableglass.com](http://www.ableglass.com) and Able Glass on Facebook. In addition, visit their Talk Award page.

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