



Accountability over Decades Wins All Plumbing, Inc. Customer Service Award Year-Over-Year

ARLINGTON, VIRGINIA, UNITED STATES, April 9, 2018 /EINPresswire.com/ -- At [All Plumbing](#), Inc. in Arlington, Virginia, they hold themselves accountable for 100 percent [customer satisfaction](#) through service warranties and an expert team of licensed plumbers, each with an average of 20 years' experience. "We're family-owned. The primary goal is to keep customers happy by building long-lasting relationships through trust and quality work," says Kabir Shafik, president, and senior project manager. This commitment to accountability earned All Plumbing the 2018 [Talk Award](#) for excellence in customer service for the seventh consecutive year with a five out of five-star rating.

The prestigious Talk Award identifies businesses who deliver great customer experiences through independent market research using a proprietary rating algorithm which neutralizes bias. Serving most of northern Virginia, All Plumbing does it all – old, new, repair, and replace. They specialize in main sewer and main water line replacement and installation, and hydro-jetting. "We push training and technology. We use some of the most up-to-date technology, tools and methods out there," explains Kewin Greenhill, general manager.

All Plumbing understands that plumbing challenges are usually a surprise to property owners and fixing them quickly is essential. Trenchless technology exemplifies how All Plumbing streamlines. By using a Mole device to pull and replace a line, including video camera inspections for project diagnosis and verification, they eliminate the cost, time and mess associated with unnecessary digging. Technology also impacts the front office where they are busy integrating an upgraded dispatching and invoicing system to consolidate work while making it easier for the customer.

Second-generation owners Shafik and his brothers believe their size, business longevity and role as a community partner differentiate them in the industry. "We are smaller than our nearest local competition," says Shafik. "...we're able to focus on clients in our service area to better build relationships to serve them over time." These relationships date back 48 years to their father who thrived in the plumbing service trade as an independent contractor working on small residential plumbing jobs. The brothers helped from age eight, apprenticed, and eventually received Master Plumber's licenses to expand the business. The small business approach back in the day influences business today. For example, an Arlington customer reported she had to move out of her home due to chemical fumes. Having worked with the County toward resolution for a week prior with no results and not knowing what to do, she called All Plumbing on a Saturday morning. With a phone interview, the problem was diagnosed and a 'do-it-yourself' solution shared. The grateful homeowner moved back home that day and now considers All Plumbing a friend for life.

The brothers believe a culture of 100 percent customer satisfaction begins at the front office with a solid customer relationship. All calls are answered by live, knowledgeable representatives who actively listen to customer concerns and answers questions. The front office staff gathers critical information, so the crew arrives onsite well informed and ready to execute solutions. Because the customer is at the center of everything they do, staff participate in bi-monthly customer service meetings where they review customer feedback, troubleshoot unresolved customer issues and integrate customer suggestions to improve workflows.

All Plumbing provides customer education and transparency upfront. Greenhill clarifies, “We will walk the customer step-by-step through each plumbing process from beginning to end. We provide customers with affordable rates and fixed prices for most of our services...so the customer can easily understand pricing and process. There are no hidden fees.” This extends to their online presence where customers engage with educational blogs, candid customer reviews, project portfolios, product and service strategies, special offers and FAQs. In addition, customers can directly communicate with All Plumbing staff through the online platform.

Shafik states, “We take pride in a high retention rate for both residential and commercial customers. Often, returning residential customers tell friends and family about us. Many commercial customers own multiple rental homes where we serve their ongoing plumbing needs. We also have a close relationship with major companies, like American Boiler, where we do long-term contract maintenance, in addition to local churches, schools, and city and county governments.” All Plumbing’s connection to the community includes service projects and sponsorships locally and internationally. Lehn Tanangco, marketing manager, reports that Shafik donated and oversaw a project to build three water wells in an African village a few years ago that continue to provide clean water. They regularly contribute to the Children’s Cancer Recovery Foundation and act as a proud partner for the Special Olympics.

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 many 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. “People have greater faith in award-winning companies,” explains Awards Coordinator, Todd Corey. “Our goal is to help businesses gain control of their image and reputation by providing consumers with a third-party view of their service.” For more information about The Talk Awards, call 877.712.4758 or log onto www.thetalkawards.com.

About All Plumbing

All Plumbing, Inc. are northern Virginia’s plumbing experts. They continue to provide exceptional quality comprehensive plumbing services to residential and commercial.

You can find All Plumbing at 921 N. Jackson Street in Arlington, Virginia Monday through Friday from 8:00 a.m. to 5:00 p.m., or reach a live representative by phone at 703-525-7973 twenty-four hours a day. Online, find All Plumbing on Facebook, or at www.allplumbing.com. Visit their Talk Award page for more information at <https://www.thetalkawards.com/award/all-plumbing-inc/>.

Jamie Rawcliffe
The Talk Awards
877-712-4758
email us here

This press release can be viewed online at: <http://www.einpresswire.com>

Disclaimer: If you have any questions regarding information in this press release please contact the company listed in the press release. Please do not contact EIN Presswire. We will be unable to assist you with your inquiry. EIN Presswire disclaims any content contained in these releases.

© 1995-2018 IPD Group, Inc. All Right Reserved.