



Best Mattress

APRIL NEWSLETTER

APRIL 30TH, 2018



Melissa Talks Tempur-Pedic
Benefits & Deals

Employee
Spotlight

On-line vs. In-Store
Mattress Purchasing



“Tempur-Pedic is Luxury!”
-Sleep Expert Melissa



Click to learn more
about Tempur Adapt
Technology

Click to Watch

Abraham E: Warehouse Lead

Abraham began with Best Mattress in July of 2015. Humble beginnings as a delivery assistant lead him to become a diligent assistant manager in a warehouse serving both southern Nevada and southern Utah. Product knowledge and knowledge of delivery conduct is what this career minded individual attributes his daily success. The team work and perseverance of his colleagues is what he notes as the success of all those around him.

How does one contribute to such a grand operation, maintain a lovely family of four children and a dog, coach kids' football and keep a wife sane? "Hard work and staying active has to be your life motto," is the advice Abraham gives to all those who want to enjoy and be a contributor to society.

Me: Have you ever been tipped during a delivery route in a memorable way?

Abraham: Once, yes, a customer tipped me in a large box of Oreos.

Me: That is very different.

Abraham: Yes, then he tipped my assistant in the same fashion. We both left very grateful but in awe of how one obtains such large amounts of Oreos.

I'm sure that many Oreos would leave anybody in awe.



"It's easy to keep a smile at Best Mattress"
-Abraham E.



Best Mattress

Buying A Mattress Online Vs Store Buying

	On-line	In-Store	
Try before buy	D	A	On-Line Manufacturers seldom have their mattresses available in stores to try before a purchase is made.
Satisfaction likelihood	C	C+	Contrary to popular belief – all other things being equal – mattress owner satisfaction rates are mostly similar whether the mattress is bought online untried or from a store following a try out session.
Price	B	C-	Purchasing a mattress online can save as much as 20%.
Durability	B	C	Consumers often report better durability and long-term comfort from mattresses bought online. Nearly 80% of on-line purchases are foam mattresses only, which plays a factor.
Customer service	B+	C	Customer service from online mattress retailers tends to be more consistent in its responsiveness, speed, quality, helpfulness, and professionalism.
Full service delivery	D+	A-	FedEx or UPS is often the delivery service offered by online retailers, while full service delivery is usually offered by store retailers.
Old bed removal	D	A-	Unlike store retailers, online mattress retailers seldom offer old mattress removal.
Easy returns	C+	B+	Return ease and convenience can vary significantly for online mattress retailers. The waiting period for a refund is typically much shorter in-store.
Return cost	B+	C-	Returns fees for store retailers tend to be more common as well as more substantial.

Our Customers Love US!

Thank you for your recent purchase.
Please take a moment to let us know how we did.

Comments? Tell the President!

Please grade us on the following by darkening the appropriate response:

	Level of Satisfaction				
	Low		Avg.		High
	1	2	3	4	5
Rate Your Store:					
Courteous Service					
Knowledgeable Help					
Product Selection					
Product Quality					
Competitive Prices					
Store Appearance					

If we delivered your purchase, please continue:

Driver/Helper appearance					
Courteous Service					

Would you recommend Best Mattress to a friend?

☒ Yes ☐ NO

Comments/Suggestions: *Shane and your staff are great. We love our mattress, and thanks to your staff our purchase is perfect!*

Sales Order # 05134520 (located top right corner of your receipt)

Thank you for your recent purchase.
Please take a moment to let us know how we did.

Comments? Tell the President!

Please grade us on the following by darkening the appropriate response:

	Level of Satisfaction				
	Low		Avg.		High
	1	2	3	4	5
Rate Your Store:					
Courteous Service					
Knowledgeable Help					
Product Selection					
Product Quality					
Competitive Prices					
Store Appearance					

If we delivered your purchase, please continue:

Driver/Helper appearance					
Courteous Service					

Would you recommend Best Mattress to a friend?

☒ Yes ☐ NO

Comments/Suggestions: *You had the best prices fast delivery (same day), and we love our new beds!*

Sales Order # 01430804 (located top right corner of your receipt)

Thank you for your recent purchase.
Please take a moment to let us know how we did.

Comments? Tell the President!

Please grade us on the following by darkening the appropriate response:

	Level of Satisfaction				
	Low		Avg.		High
	1	2	3	4	5
Rate Your Store:					
Courteous Service					
Knowledgeable Help					
Product Selection					
Product Quality					
Competitive Prices					
Store Appearance					

If we delivered your purchase, please continue:

Driver/Helper appearance					
Courteous Service					

Would you recommend Best Mattress to a friend?

☒ Yes ☐ NO

Comments/Suggestions: *Everyone was helpful & went beyond the call of duty to help us get what we wanted. Thank you!*

Sales Order # 14436831 (located top right corner of your receipt)

Thank you for your recent purchase.
Please take a moment to let us know how we did.

Comments? Tell the President!

Please grade us on the following by darkening the appropriate response:

	Level of Satisfaction				
	Low		Avg.		High
	1	2	3	4	5
Rate Your Store:					
Courteous Service					
Knowledgeable Help					
Product Selection					
Product Quality					
Competitive Prices					
Store Appearance					

If we delivered your purchase, please continue:

Driver/Helper appearance					
Courteous Service					

Would you recommend Best Mattress to a friend?

☒ Yes ☐ NO

Comments/Suggestions: *Jeff was awesome*

Sales Order # 17432878 (located top right corner of your receipt)



KiKi the Pomeranian mix was adopted & picked up her Serta Pet Bed at Best Mattress!

Notes from Christi



When the customer is satisfied and everyone is happy, the job is not finished. Give them a reason to come back.



Newsletter is brought to you by courtesy of Kayla