



## LEAK GEEKS PLUMBING *Rolls Out the Red Carpet for Their Customers*

by jennifer patrick

**D**o you expect the royal treatment from your plumber? If he doesn't literally roll out the red carpet each time he visits your home, it's time to call Leak Geeks. Family owned and operated, Leak Geeks Plumbing developed a "red carpet treatment" customer service program unheard of within the plumbing industry and brings their clients in Tarrant, Parker, Johnson, Denton and Wise counties more than 25 years of plumbing experience.

### ATTENTION TO DETAIL

The professionals at Leak Geeks believe their customers deserve more than just "a quick fix" for their leaky faucets. Owners Tony and Christie Herman strive to obtain customers for life by offering exceptional customer service as well as superior plumbing services. Tony begins each day by leading a one hour, in-house training meeting with his staff. They discuss ways in which to improve customer service, with some of the best ideas coming from the staff members themselves. Believing that small things can make a big difference, Leak Geeks shows ultimate respect for their customers from the moment they arrive, starting off by putting down a red mat at the homeowner's doorstep. Each plumber then puts on shoe covers before stepping into the house, so they don't track in allergens and debris from the outside. "We never forget we are a guest in a customer's home," said Tony.



### PLUMBING SERVICE EXPERTS

Leak Geeks Plumbing specializes in services including broken water and drain lines, faucet repair and replacement, drain and sewer line cleaning and sewer camera inspection and line location. However, their niche has become water heaters. "We install highly efficient heaters, offering a lot of different options so customers can choose which product is best for them and, in the long-run, reduce their utility bills," said Tony. Many people are sensitive to the footprints left on the environment and 'green' options for faucets and shower heads are often discussed when Leak Geeks visits a client's home. Usually an inexpensive fix, certain products can save customers a lot of money in their water bills while helping the environment at the same time. Certified retailers of leading manufacturers including Moen and Delta, Leak Geeks Plumbing offers customers same day service at reasonable prices and guarantees all of their work.



### A LISTENING EAR

You can't fix the problem if you don't know what's causing it. That's why Leak Geeks' plumbers spend time talking to every client after arriving at their homes. Some plumbers don't know the right questions to ask their clients, others simply don't take the time to listen. Leak Geeks does both. After they determine what the problem is, Leak Geeks plumbers explain the different products and options which will bring about the desired result. "We don't charge more for the extra time and attention we give to each customer," said Tony. If a customer decides to hire Leak Geeks at the time they present the estimate for the job, they waive the nominal service charge fee.

"We called Leak Geeks for what we thought was a hot water leak, but it turned out to be a slab leak," said a happy customer, Jim Luchtman. "From start to finish they were very professional, and my wife and I were very impressed."

*"Over this past holiday season, we were away in Colorado on a ski trip and my husband broke his leg, requiring surgery. Before I came home, I thought to call Carol at Leak Geeks to have one of our showers adapted to allow him easier access while he was on crutches. It was taken care of even before we came back to Texas! What a huge relief during a very hectic time." —Michele Decardenas, Keller, Texas*


"We treat every customer like they are our only customer," said Tony. Listed in good standing with the Better Business Bureau (BBB), Tony is conscious about how he runs his business. He doesn't hire just any plumber. He performs drug tests and background checks

on all his employees, and each is licensed through the Texas State Board of Plumbing Examiners. "I actually get a lot of phone calls from people who have first looked us up with the BBB," said Tony. "Customers really do their homework and I know that running my business in an ethical manner really does make a difference."

### PART OF THE COMMUNITY

Leak Geeks is dedicated to the community and an active member of the Chamber of Commerce. "We like to give back to our community whenever we can," said Tony. During the month of December 2008, Leak Geeks made a donation to the charity, Meals on Wheels, in honor of each and every customer. "Customers received letters letting them know donations had been made by us in their names, which really meant a lot to them. They seemed to be touched by the sentiment and we felt good about helping those in our community," Tony said. Leak Geeks will also be hosting an Open House in mid-March 2009 at their new location. "We invite our customers and community members to join us for a cook-out and to take the opportunity to meet the staff at Leak Geeks who take pleasure in helping them with their plumbing needs."



For more information about how Leak Geeks can treat you like royalty, call them at 817-431-8929. You can request an estimate online at [www.leakgeeksplumbing.com](http://www.leakgeeksplumbing.com) or visit Leak Geeks to see different products such as faucets on display as well as talk to a professional about the service you desire. 

## Leak Geeks Plumbing

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