



# CHRISTENSEN'S PLANT CENTER

## Wholesale Supplier To Landscape Professionals

Why fast customer load times are important to us - and what we do to keep them that way.

CPC and our valued customers are in a constant feast-or-famine mode trying to survive in the green industry predicated on an abbreviated seasonal work schedule. Time is of the essence for both of us. We are the premier supplier/customer service company anywhere, anytime. We wear that badge proudly every day because we back it up. We know all too well the hurdles our customers must navigate to make a living.



We realize our goal is to get it on the deck as fast as possible and onto your vehicle and out to the job site for your job completion. To ensure everyone's success here are a few keys to expedite the process.

First and foremost, be organized with a detailed plant/hardscape list. Varieties, sizes, colors help the sales process. With stock at a premium, substitutes sometimes are encouraged. Many times when our customers get in line they don't know what they want. It is not fair to others in line that are still waiting because you have not done the legwork to flesh out your purchases. Learn some of the plants, perennial, and hardscape items you're selling to your customers.

We also can't sell your job to your customer. We value all our customers, but don't take advantage and send your customer in to finalize job details. You must accompany them to the nursery. We are too busy taking care of your orders to tour guide your customer. That is not part of our customer service.

In making promises to your customer please keep your word. Don't imply Christensen's will warranty any product sold. We take care to ensure quality material leaves tarped and secured for success. Deliver it, plant it the same way. You won't have to dodge phone calls and we won't have to play camp counselor to your customer. Take this to heart, help us help you in and out of the Plant Center more quickly.



**Steve Krogulecki**

**Christensen's Plant Center**  
**6282 Gotfredson Road**  
**Plymouth, Michigan 48170**

(734) 454-1400 voice

(734) 454-1414 fax

[\*\*\*Return to Archive\*\*\*](#)

