

# Memo

**To:** Texas Textile Services Customers  
**From:** Fred Heredia  
**CC:**  
**Date:**  
**Re:** Customer Service Department

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Texas Textile Services recently had an independent survey by the University of Houston to assess its Customer Service Department as well as other departments within its company.

After reviewing the results of the survey Texas Textile would like to streamline communication by creating a service call center for all of our customers. Texas Textile Services' service call center will be accessible to its customers via phone communication, email, or fax.

The service call center will hopefully facilitate quicker response and effective resolution. Texas Textile has always taken great pride in resolving issues as quickly and efficiently as possible.

Texas Textile has always resolved issues to customer satisfaction. The advantage to centralizing all service requests through the call center is that it will facilitate to our customers one point of communication with the reassurance that all requests are being reviewed and processed with the supervision and interaction of our General Manager, Charles Hestdalen.

This program will allow Texas Textile to evaluate the nature of the service request. It will assure Texas Textile Services' customers that their request has been addressed by the General Manager who will ensure that the request is addressed and responded to on a timely basis. This program will allow our General Manager to communicate and manage to the proper personnel within Texas Textile Services.

Texas Textile will also have the ability to evaluate all of its service requests allowing us to analyze all of the data. This data will be used to adjust our internal process to improve our services.

In order to maximize the success of this program we would politely request that all service requests be addressed through our Customer Service Department @ 713-799-9272 or email [CallCenter@texastextile.com](mailto:CallCenter@texastextile.com) or fax Call Center @ 713-799-2531, this will assure you of a prompt resolution to your request. Please do not contact your Customer Service Representative directly as they will have to go through the call service process and could delay your response time.

If you have a request or would like to communicate after hours you can call Charles Hestdalen, General Manager, directly.