

The Tissue⁹

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Diamond's Hidden Gems



Back row: Maria Arreguin, Laura Cervantes, Jolita Brazinskaite, Hunter Mitchell, Nelly Araiza;
Front row: Bernice Rico, E.T. Neitzel.

The seven people who comprise our Order Desk Staff may not be up for Academy Awards, but we consider all of them stars in a supporting role. Praising the team as "our hidden gems," Diamond Owner Eric de Jong explains, "Customers meet with our sales reps and see our drivers servicing their needs, but our Order Desk personnel competently and cheerfully offer invaluable, behind-the-scenes support that enables Diamond to provide exceptional, prompt service."

When Diamond sales reps meeting on-site with a special event or construction customer need a fast answer or quick quote, they call their support staff. Spanish-speaking customers appreciate being able to communicate with one of our three bilingual insiders, all of whom are cross-trained and busy every workday minute on their phones and computers. In addition to working with sales reps, they handle the majority of incoming new inquiries and orders.

It's not an easy job, says Office Manager Cindy Packer. "I hire as much for attitude as aptitude."

Diamond feels fortunate to have an Order Desk team with great aptitude AND sparkling attitude. These folks genuinely have the inside track on customer service!

We Do Business the *Local* Way

On February 1, 2015, we will celebrate 17 years of being a local, family-owned company dedicated to serving our customers throughout Southern California. Thank you for your business!

We are part of the community, and the community is part of us. Just like you, we live, work, raise our families and shop here, contributing to a healthy economy.

When you call 888-744-7191, your call is answered by a Diamond employee here in San Marcos, where we put you directly in touch with the appropriate Diamond facility and staff. So when you do business with us, you're working not just with friends, but with CLOSE friends!

Eric de Jong, Owner

Got Yelp? Please Help!

We invite customers to let us know how they regard our services and staff at <http://www.yelp.com/biz/diamond-environmental-services-san-marcos>. Your comments, positive and negative, show where we're succeeding and notate areas in which we need to improve.

Continuous quality improvement is our goal, so please Yelp, email or call us to share your comments. Thank you!

Your New Online Tool is Here



To stay on top in its field, Diamond has gone straight to the top: PC Scale Technologies™, the leading industry provider of innovative technology solutions. After several months of

preparation, we're launching an exciting, customer-friendly option: E-Tower.

It's highly secure, private, convenient, multi-faceted and extremely easy to use. You simply log on to see and do a multitude of things with just a few clicks. You can make payments, set up an automatic payment program, view past invoices, review your personalized service calendar and read service notes. Of course, if you wish, you can continue doing business with Diamond the "good, old-fashioned" way, but we believe E-Tower will mark the start of an appealing new tradition for you.

Although technologically advanced, the system costs customers nothing to utilize. Consider this Diamond's early Christmas gift to you ... without the messy wrapping paper to crumple and discard.



He's Baaaaaack!



Tom McMahon,
Kevin Conway.

Longtime Diamond customers will remember Kevin Conway, who was one of our first employees and recently returned to serve as High/Low Desert Operations and Sales Manager overseeing Indio and Victorville. Back in the day, Kevin, along with Eric de Jong, Warren Van Dam and a handful of others, did "whatever it took" to get what began as a small portable restroom company on a roll.

"I recall delivering toilets on a Saturday with my then-girlfriend, Janet, who became my wife," Kevin chuckles, noting he spent 10 productive years with Diamond before moving to Spokane, where he and Janet meticulously restored a vintage 1915 house. He eventually worked for a portable restroom company in the frigid Northwest; "pumping frozen toilets. When I had an opportunity to go from the 'freezer' to the 'oven' and return to Diamond this fall handling the desert, I was happy to rejoin my old friends."



Joe Espinosa, Edgar Vergara, Juan Cortez, Kevin Conway, Marco Gudino.

Heat has its challenges, Kevin reports, saying his six-person crew in Indio and one-man operation in Victorville must navigate dirt roads, avoid getting stuck in sand, stay hydrated and, most of all, operate independently as they traverse a wide terrain and fulfill the needs of an array of customers, including construction, special events, municipal and large agriculture.

Kevin is happy to be back with Diamond. In a way, it's like he never left.

"I went from doing whatever it took in the early days to doing whatever it takes now. That's the Diamond way."

About Diamond



**Simplicity • Reliability
Personal Attention**

Diamond Environmental Services is a privately owned and locally operated sanitation company offering portable, long-term and permanent restrooms, hand sanitizers and RV, septic, grease trap and non-hazardous wastewater pumping. Diamond also provides temporary fencing, temporary power and San Diego area dumpster services.

More than 175 employees serve thousands of customers throughout Southern California. With its headquarters in San Marcos, and satellite facilities in Miramar, Perris, Fullerton, Victorville, Huntington Park and Indio, Diamond provides prompt attention to customers' needs and 24-hour emergency services.



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