

The Tissue⁹

PUBLISHED FOR THE CUSTOMERS AND ASSOCIATES OF DIAMOND ENVIRONMENTAL SERVICES

Tissue 4 ⁹ Winter 2007

"We're Like Family!" Customer Service Team is Diamond's Hidden Jewel



Cindy, Bel, Melinda

Diamond's Customer Service Representative (CSR) team is the foundation of the company's paper flow. These hard-working, always-smiling nine women not only do it all, but do it together. Their effervescence shines as brightly as the company's name. They share their efforts and their focus on customer service as happily as they share their potluck lunches and birthday celebrations.

Let's take a look at these behind-the-scenes wonder-women whom Eric de Jong praises as "the people who handle everything. Most of them have been here for years. There is very little turnover and that's great. We couldn't do without any of them."



Office Manager Cindy Mellon Lights the Way

If there's a Diamond light on at 10 pm, that means Office Manager Cindy Mellon is in her office, taking care of business. Cindy's work ethic is reflected in the CSRs she hires not only for their skills, but their ability to work together.

"We're like family!" Cindy declares. Although each CSR has specific duties, they are cross-trained and pitch in when and where they are needed.

"I pitch in, too," says Cindy, who learned the ropes when she began in 1999 as the sole office staff. "For 1-1/2 years, I did everything, from answering the phones to paying the bills."

Her Calling is Clear as a "Bel"

As Diamond grew, so did Cindy's need for assistance. She and Eric found the perfect person in Belina (Bel) Ybarra, head CSR. Bel, like many of her staff, is bilingual; a definite asset in the business. Like Cindy, she believes, "Customer service is paramount" and is always ready to guide the CSRs in their dealings with clients.

"It's so comfortable working here," says Bel, referring to the camaraderie and rapport. "We have the right combination of people to make things work."

A Moment in Diamond Time

That right combination includes Evelia (Eve) Ponce, Patty Boess, Gail Stader, Betty Carasco, Melinda Valdivia in accounts payable, Liz Sanchez in collections, and Jackie Fonseca, the receptionist. All work as a well-oiled team; moving easily between English

continued on back

Read Any Good Tailgates Lately?

Next time you're stuck in traffic wishing you'd brought a book along, look ahead and you may spot some



If you see this tailgate on the road, honk to say hi. We'll direct you to the nearest portable restroom.

enlightening reading material.

Diamond plans to roll out its new tailgate advertising campaign on February 1.

Bringing up the rear of nearly one dozen Diamond pickups will be these colorful banners depicting our expanded array of services. From special events to construction and from restrooms to temporary fencing to roll-offs, it's just as the tailgate says: "Diamond Provides."

Tissue Tip: RV Holding Tank Service



Whether your RV is "muy grande" or petite, we are at your [pumping] service.

Here's all the news that's fit to pump on Diamond's RV holding tank service. We create these policies for the benefit of you, our customer, as well as for the safety and efficiency of our service drivers. For further information, please call our friendly, knowledgeable customer service representatives toll-free at (888) 744-7191.

- The customer must be on-site when the service driver arrives to pump.
- The service driver will hook up the hose to the black and grey water outlet, then pull the valves.
- The driver will not go inside the trailer to pump through the toilet.
- The driver does not clean the sensors. (If the tank is not flushed with a hose and water at the time of pump-out, material may stick to the sensors, giving a false reading that the tank is still full.)
- Other than performing a standard pump-out, the driver does not unclog the lines if material is plugged inside them or the tank.

Like Family, continued from front



Patty, Eve, Betty

and Spanish on the phone, handling challenges with ease and going beyond their job descriptions to accomplish the tasks at hand.

At one moment in Diamond time, Patty is helping a client with a grease issue, Gail is solving a delivery "puzzle," Eve is running a daily report, Betty is advising a customer, Melinda is paying the bills, Jackie is greeting a visitor while answering the phone and Liz is courteously but firmly speaking to a company in arrears.



Liz, Gail, Jackie

Time Flies When You're Having Fun

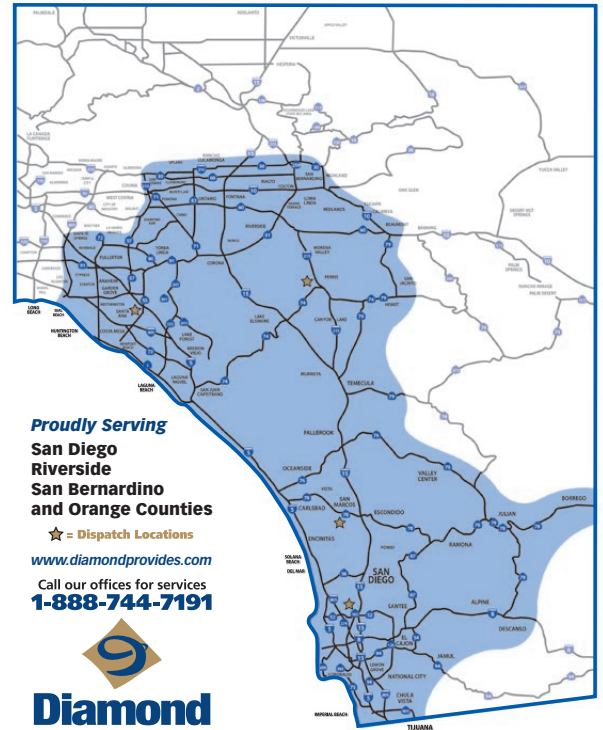
Every day, the CSRs start work with a burst of energy that seems to grow as the day goes on. When they take time to look up, they notice that it's almost time to go home. Some nights, these dedicated career women take a few minutes to socialize with each other before going home to their busy family lives. And why not? After all, their Diamond colleagues are family, too.

"I treat my job as my business," says Cindy. "I treat my staff as my extended family."

Success is relative, Cindy, Bel and the women say. "When someone deals with Diamond, they deal with the Diamond family: us."

About Diamond

Diamond Environmental Services is a privately owned and locally operated sanitation company offering portable, long-term and permanent restrooms as well as RV, septic, grease trap and non-hazardous wastewater pumping. Coming soon: temporary fencing and roll-off services.



More than 140 employees serve the ongoing needs of thousands of customers throughout San Diego, Riverside, San Bernardino and Orange Counties. With its headquarters in San Marcos, and satellite facilities in Miramar, Perris and Santa Ana, Diamond provides prompt attention to customers' needs and 24-hour emergency services.

A full description of products and services can be found on our website at www.diamondprovides.com.



807 East Mission Road • San Marcos, CA 92069
 (760) 744-7191 • Toll-free: (888) 744-7191
 FAX (760) 744-7184 • www.diamondprovides.com