

SUPPLIER PROFILE

EXPRESS SERVICE

CONTRACTOR EXPRESS

Redefines the Term

Long Island is a unique place. To the west of the island lies the hustle and bustle of perhaps America's greatest city, New York, and on its eastern shore is the palatial elegance and playground of the wealthy The Hamptons. In between lies a dense population reinventing its environment everyday. Between the strip malls and throughways, neighborhoods are renovating and rebuilding. Construction crews are common and the building business is flourishing. Supporting this boom in construction and renovation is perhaps the best partner a contractor ever had Contractor Express.

The company's name pretty much defines its mission. An exclusively contractor-oriented building materials business, Contractor Express, under the guidance of the second generation of the Lucas family, prides itself on serving the customer and serving them in a hurry. As contractor customer Vito D' Alessandro of D'Alessandro Brothers Construction puts it, "Contractor Express has the best service on the island. If I call a salesperson to measure a job, he's here in an hour."

That sentiment seems to prevail among its many customers in and around its sole location in Oceanside, New York. Some contrac-

tors consider Contractor Express to be a real partner in their business. Many of Contractor Express customers have been doing business with them for a number of years. One customer who has been working with Contractor Express for over 20 years likens them to family. "They make me feel like I'm their most important customer," says Phil Gonsowski of Restored Roofing.

As the people of Contractor Express are quick to point out, the building materials business isn't just about lumber anymore. It's about an entire range of products from lumber to siding, drywall, roofing, millwork, and trim to speciality items like kitchens and baths and the latest composite decking materials. But despite all the additional new products, Contractor Express has never lost sight of what makes them so special among their customers — service. And according to Contractor Express, service today means a whole lot more than just delivery. It means on-site

measuring and blueprint take-offs. It means running an item to a job site in a pick-up truck to allow a customer to meet schedule. It means always asking, "What do you need?" And it means equipping an extensive fleet of modern flatbed tractor trailers and speciality vehicles, like moffet forklifts to unload materials, and boom trucks to put materials right where they're needed. That's the kind of meaning service has at Contractor Express.

Serving the customer also can be a social event. Each summer Contractor Express sponsors a very popular series of barbecues designed to mix business and pleasure. Our contractors love them. We have some food, talk a little shop, maybe they pick up a tip or two about a new product that we might demonstrate. "We do just about anything to help the contractor succeed," says Bobby Lucas of Contractor Express, "It's probably not the easiest way to do business, but it's the best."

In a small crowded corner of America, a family-owned and operated business is changing the way customers think about their suppliers and maybe also the way an entire industry defines customer service. For more information about Contractor Express' products and services, call 516-764-0388 or visit their website at www.contractorexpress.com. ♦

