



Emerson Bearing

Service. Inventory. Solutions.

NEWSLETTER

November 2013

FOCUS POINT

What makes for good customer service? Whether it's an in-person transaction or over the phone, you want to be treated promptly and courteously. And if the vendor has what you want, generally you feel you received good customer service, right? But have you?

Good customer service should go beyond conducting a straightforward transaction. For example, asking a question or two about the customer's business or intended use of the product can start a conversation that leads to a better solution. Or the purchase of a product that might be more expensive, but has a longer shelf life, making it a better buy.

In short, good customer service is really about finding a solution. As the experts, you owe your customers not only the quality of your products, but the benefit of your expertise and experience.

That's what we do here at Emerson Bearing. Many times, our customers will call and ask for a specific bearing. We train our staff to do a little more than just take the order. Like ask a few questions about what you need it for, etc. Sometimes, what the customer asks for is what they need. But many times, we can offer a better solution. And that really is the definition of customer service.

If you have a bearing question, need a customized bearing or are unsure what bearing will suit your application, give us a call. We can help.

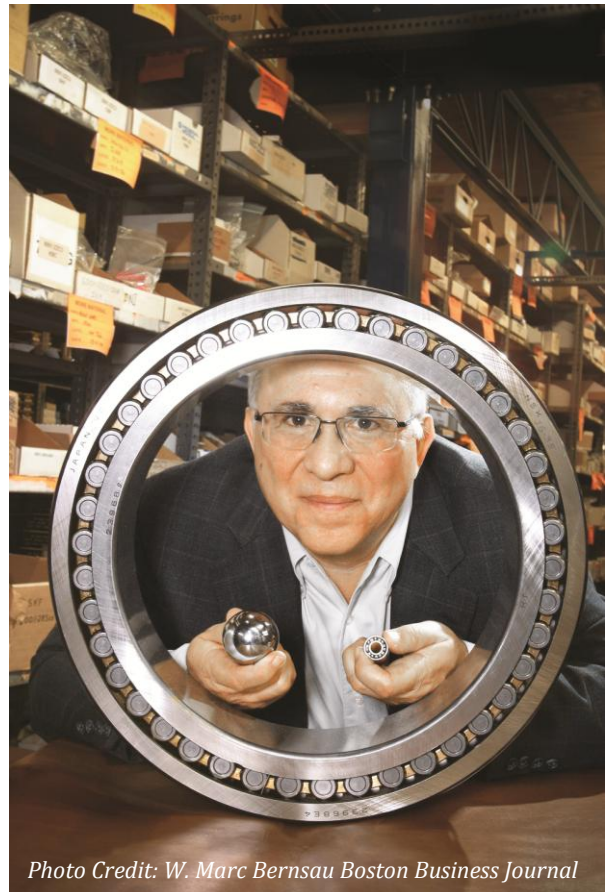


Photo Credit: W. Marc Bernsau Boston Business Journal

Steve Katz, President of Emerson Bearing displays a few bearings among the thousands in stock.

We're Here for You

Call Toll-Free: 1-800-225-4587 | Outside the US Call: 617-782-1400 | Fax: 1-800-252-1996

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SOMETHING IS BREWING AT EMERSON BEARING



Mike Quinn

The advent of microbreweries has created a very competitive market of businessmen who are passionate about the beer they brew and how it's received by consumers. To help keep the production lines moving for these fine lagers requires dependable parts and service. That's why Emerson Bearing recently established a Brewer's Division as part of our efforts to supply bearings and related products to the packaging and food processing industries.

Our Brewer's Division features bearings for several key parts of the brewing process: mixing, bottling/canning, seaming, labeling and any part of the process involving conveyance. We also sell a number of related products, including: stainless steel mounted units, roller chains, adhesives and sealants, cam followers, rod ends, thrust bearings, control bearings and needle roller bearings.

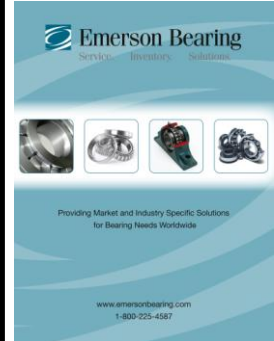
To date, Emerson Bearing has been able to assist local brewers like Boston Beerworks and the Mass Bay Brewing Company, makers of Harpoon. We're looking forward to bringing that same level of customer satisfaction to other brewers in New England.

Emerson Bearing Marketing Specialist Mike Quinn is responsible for the Brewer's Division. He can be reached by e-mail at mquinn@emersonbearing.com or by calling 866.995.8760.



We've been featured in
OEM Off Highway
goo.gl/6lQuLe

What Makes Us Unique



Our Bearing Detective

Online product catalog & comprehensive reference tool

Worldwide sourcing

One-stop shopping

Over 3 million bearings in stock ranging from 3mm to 3ft

Same day shipping

24/7 service

Fixed price program

OEM parts interchange

OEM and MRO experts