

CATER - KWIK



Ahimsa
theVegancafé

Please see my feedback below on the experience in dealing with Caterkwik. I came across the product (Rational Oven) via google search. While Caterkwik's price was on par with other suppliers, their delivery lead time was short and hence I made a call to them. Amy Farren picked up my call and she was extremely professional, prompt and better equipped with information. Where she did not have the details, she went back to find it - whether the query was on product details or installation details or delivery timing etc. She was prompt in getting back to us with the details.

The main difference between other suppliers and Caterkwik is that, I did not get a standard response like "as it states in the web". The attitude was - let me find out and get back to you and getting back promptly with the information. The delivery folks were extremely helpful and professional too.

While I would have preferred to get the delivery time shortened a bit, Amy did the best she could have done to get the items to us and installed on time, as promised. One suggestion; please remove your offer products from the web page when they are no longer available. It was a bit misleading for me to start with.

A lot for other suppliers to learn from Caterkwik's customer service. I had a very good experience overall and highly recommend to use their service.

Thank you,

Mr Panda
Ahimsa Vegan Ltd"