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Complete Care from Sharp Propane Professionals®

A Sharp Propane veteran reveals the customer service ideals that fuel the 63-year-old company

BASTROP, Texas – September 27, 2012 – Frank Goree knows which entrance to take to avoid a run-in with an exotic animal, exactly how many [Propane Professionals®](#) should be assigned to each customer, and the best way to provide critical emergency power to a medical facility. As a [Sharp Propane](#) Assistant Operations Center Manager, Goree oversees the delivery of Sharp Propane fuel and service to homeowners and businesses in the Austin, Texas area.

Tailoring services to customers' needs is a hallmark of Sharp Propane service; the 63-year-old company has accomplished this by changing the way that propane is delivered and managed on behalf of customers. Ten years ago, a home or business dependent on propane for cooking or heating would be responsible for arranging and directing propane deliveries, monitoring their fuel usage, ensuring proper functioning of equipment, and troubleshooting problems on their own. Sharp Propane listened to customers and developed [Complete Care®](#), a service that proactively manages propane-related needs ranging from system maintenance to fuel tank refills.

Complete Care® is a service program created to ensure that Sharp Propane customers can have readily available propane, supplied via a functioning fuel system, year round. Upon enrollment, each Sharp Propane customer receives an initial [7 Point Safety Check](#) where the service manager – Goree, in the case of Austin – meets the customer and becomes familiar with their propane needs. Specific requirements are documented, and information about propane systems and propane use is gathered. “We find out what the customer needs and wants, and combine that with our expertise to discover how best to get it done,” said Goree.

Additionally, Complete Care® service includes [Smart Monitoring](#), a predictive system that monitors propane levels and usage and dispatches drivers to fill tanks automatically; [Easy Pay™](#), a billing program that provides customers with a predictable monthly payment; and the [Always There™ Guarantee](#), which provides customers access to service all day, every day throughout the year. Sharp Propane customers can easily forget worrying about their propane tank level and maintenance; as a Complete Care® customer, they know there will never be any dramatic fluctuations in their bill or empty tanks in their yards.

Goree understands the importance of learning everything possible about customers and discovering the best solutions to meet their needs. He also knows about adapting to needs – new livestock, for example –

a favorite anecdote involves an incident where Goree was treed by an aggressive donkey. Best practices are documented, and Sharp Propane service delivery people are selectively recruited and extensively trained to manage myriad situations and use their best judgment in new ones. Sharp Propane Professionals® receive a minimum of two years of on-the-job training.

The [Always There™ Guarantee](#) is a daily aspect of the Sharp Propane Complete Care® package that breeds a state of perpetual readiness among Sharp Propane employees. “We always have a guy on call, but all of us are always on call,” said Goree. While attending to customer visits, deliveries and service calls, Sharp employees are also adept at responding to emergencies. In February of this year, a natural gas leak at the Austin State Supported Living Center necessitated the immediate installation of 15 portable tanks on the hospital campus. “We’re one of the only propane companies in the area that can respond to an emergency call at 6:30 p.m. on a Sunday night” said Goree. “Our size allows us to mobilize and move quickly without wasting time.”

To become a Sharp Propane [Complete Care®](#) customer, please visit www.sharppropane.com or call 1-800-932-4315.

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About Sharp Propane

For more than 60 years, [Sharp Propane](#) has been supplying safe, energy-efficient propane and tanks to Central Texas. Sharp Propane is a leading service provider of residential and commercial propane systems providing customers an environmentally-friendly, safe, and reliable energy source for the way they live and work. The Propane Professionals® at Sharp are focused on putting customers first and setting industry standards for safety and service. Founded in 1949 in Smithville, Texas, Sharp is one of the largest propane dealers in the United States and the largest independent retailer of propane in Texas. Sharp is headquartered in Bastrop, Texas with operations also in Austin, Bryan, Fort Worth, and La Grange, Texas.

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