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Celebrating 20 Years of gSource Service

gSource employees know that quality and accuracy are necessary when providing surgical instruments, but employees also believe in the value of relationships. Exceptional customer service is imperative for a business like gSource to thrive, so employees who are experienced in service shared some of their thoughts about the company.

The Global Sales Manager OEM at gSource, Rob Suric, believes that the attitude toward service is unique at gSource. "Service has to be personalized to the individual customer. Each customer has his or her own needs, and I want to know those individuals and their needs in order to find solutions for them. I find personal satisfaction helping others." It is because of that philosophy that Rob believes customers stay with gSource. "I've had situations where a customer leaves one company to work for a different company, but because of gSource's relationship with the individual, he or she brings gSource to that new company."

Customer Service Manager, Susan Dabee, echoes Rob's statements, "We know our customers as people and that's what sets us apart. We go to each other's offices and meet at trade shows. We're always on-the-go for our customers." Instrument Repair Technician, Luis Ortiz, believes that going the extra mile for customers is just as important in the repair center. "I always try to do a little more. A customer may ask for an instrument to be sharpened, but I'll refurbish it too. I know they'll appreciate that and come back to gSource because of it."

Quality, accuracy and service are just three of the characteristics that describe gSource in the words of the employees, but a company cannot succeed without its customers. Next week, some of gSource's customers share their thoughts about the company, and some employees share their thoughts about the importance of the customers.