

NEWS RELEASE

Detroit Landmark Restaurant Contracts with Detroit Thermal

(Detroit, MI) - Good Detroit Thermal service helps ensure Detroit eatery's good customer service. The Checker Bar & Grill is a landmark in downtown Detroit. It is famous for its hamburgers and was named the restaurant with the "Best Burgers in Detroit" by local subscribers of AOL.

The popular eatery, located on Cadillac Square, has been owned and operated by the Munro family for more than 50 years. Sisters Karen and Kathy Munro, who now run the restaurant, focus on maintaining its reputation for friendly service as well as good food... and the attention of the Munro sisters pay to their customers helped them appreciate the service they received recently from Detroit Thermal.

Kathy Munro called Detroit Thermal to inquire about high steam bills. An investigation found that some of the equipment in the 100-year-old building that houses the restaurant was not working properly.

Problems Found and Fixed

"Our investigation showed that the customers' equipment was not operating efficiently and needed repair," said Dave Carman, Detroit Thermal customer service supervisor. "There were problems with the steam traps and with the pump on the heat exchanger, which our technicians were able to correct."

Detroit Thermal is responsible for the steam system up to the point where it enters the customers' premises. From there on, the equipment is customer-owned and the customer is responsible for its care and repair. Many customers, such as Kathy and Karen Munro, are pleased to be able to contract with Detroit Thermal for a variety of maintenance and repair services.

"Detroit Thermal responded to our call immediately," Kathy Munro said. "That was critical to us because we use steam for both heat and hot water and we can't run our business without them."

Innovative Solutions

The Detroit Thermal team identified the problems and devised a repair schedule that doesn't interfere with the restaurant's lunch business. "They paid attention to our needs. They helped us come up with innovative, cost-effective solutions to the problems, and they were very thorough," Kathy Munro said.

So thorough, in fact, that when they started working on the steam system and found water leaking into the basement from the first floor, they investigated until they found the source of the problem - a misplaced ice-maker tube.

Carman says Detroit Thermal's emphasis on customer service is one of the factors that will help the company grow and prosper.

"We know how important it is to build good relationships with our customers," he said. "All our customers - large facilities and small businesses alike - can rely on Detroit Thermal for the service they need."

###