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**HVAC COMPANY UNVEILS CUSTOMER SERVICE INNOVATION**  
*NEW "WHAT TO EXPECT" SERVICE TARGETS HOMEOWNER SAFETY*

Homeowners will feel—and may actually be—more secure when expecting strangers in their house, thanks to an innovative new service offered by an Atlanta-area heating, ventilating and air conditioning (HVAC) company.

The new service, offered by Holtkamp Heating and Air Conditioning, provides homeowners with a way to know exactly who will show up at their door in advance of their arrival. This provides reassurance for elderly citizens, women at home alone and others who might appreciate having that kind of information.

Called "What to Expect When You're Expecting Holtkamp," the service was designed to put consumers at ease by giving them a photo and other information about the service technician being dispatched to their home. Details are provided in advance by email so the homeowner can make sure they are opening their door to someone they can trust.

According to Matt Holtkamp, company CEO, safety is an important consideration when asking a service provider to visit your home for repairs. "Let's face it," he said, "we're living in a time when you do have to be careful about opening your door to people you don't know."

To address this, Holtkamp's new service provides customers with an employee data sheet that includes a photo of the technician. It also confirms the date and appointment time, and includes contact information in case the customer needs to make a change.

"We believe that the customer should feel completely comfortable when our employees arrive, and we think this innovative approach makes a real difference," Holtkamp said.

Holtkamp noted that his company also takes a number of other steps to ensure that service technicians are properly screened and qualified. This includes drug tests, criminal background searches, sex offender background research, driver's license verification, etc. All of these are in addition to the rigorous technical qualifications required to be a Holtkamp employee.

Holtkamp is a certified Trane Comfort Specialist dealership with more than a 97% customer satisfaction score. Buford-based Holtkamp is licensed by the State of Georgia and is a member of the Gwinnett Chamber of Commerce, ACCA (Air Conditioning Contractors of America), CAAG (Conditioned Air Association of Georgia) and the BBB of Greater Atlanta.

For more information on Holtkamp Heating and Air Conditioning, see the company's web site at [www.holtkamphvac.com](http://www.holtkamphvac.com) or call (770) 271-7511.

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