



ON TRACK

ISSUE 7 | OCTOBER 2017



A note from the Boss

Brad Oats, Director

Hello once again to all our valued subscribers of 'On Track'. October is flying by and is almost behind us, but what a month it has been! Our Trackex Workshop is still operating at full steam, and our Business Development and Sales Teams continue to make it happen, with more new business coming our way via some very welcome new clients we've worked hard to establish. Hard work is one thing, and our work ethic is something we pride ourselves on, but it's not always enough if not directed efficiently.

With this in mind, we put a huge amount of time & resources into networking on numerous platforms with existing, new and prospective customers as we continue to build the business in all facets. Our membership with the Toowoomba and Surat Basin Enterprise (TSBE) is evidence of this. We are enjoying working with Shane and his Team on connecting and building relationships amongst other members of the group, which in turn is opening doors to other market sectors we are keen to work with.

This month we sponsored the TSBE October Enterprise Evening in Toowoomba, which featured more than 250 people in attendance and two guest speakers from Adani, Ben Hughes and Ron Watson. We were very interested to hear what Ben and Ron had to say with regard to Adani's future in Australia, and will be watching on with keen interest to see how these plans progress. I'm glad to say that for our business, the night was a huge success for many reasons, not the least of which every attendee walked away with one of our brand new Capability Statements. We believe this will give a much deeper understanding of how we do what we do, and we look forward to building on those connections made on the night.

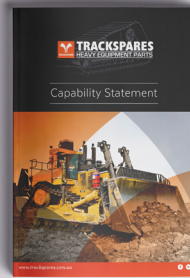
This edition of On Track will no doubt generate a lot of interest. Enjoy!

HOT OFF THE PRESS

Many of you will have experienced the broad scope of our extensive capabilities already, utilising us for your undercarriage supply, track refurbishment, field service, track frame overhaul and spare parts requirements. However, if you're still wondering how we can help you, our freshly printed Capability Statements, outlining Trackspares and our Trackex Workshop, our

KBJ Undercarriage manufacturing capability, and Rossi Earthmoving Parts scope, might just give you the information you need to take advantage of The Genuine Alternative™. Want a copy?

Send an email to admin@trackspares.com.au with your mailing details and we'll get one on it's way!



What you're saying...

With a large, diverse fleet spanning multiple makes, Ezyquip Hire has benefited from using Trackspares' to source products from multiple suppliers. Their team's service, extensive product knowledge and worldwide connections has ensured a quick turnaround to meet tight timeframes and reduce downtime.

Denis Gardner | Ezyquip Hire

Faces of Trackspares

Chantal Zander – Reception & Administration Coordinator

Meet Chantal, our reception and administration coordinator, who has been working at Trackspares for 3 years. She notes her biggest accomplishment as finishing her real estate certification last year, and is most often complimented on her approachable and friendly personality.

Professionally, Chantal is passionate about real estate and anything to do with property. Personally, she is passionate about fitness. If she could do anything and not get paid for it, it would be to start a doggy day care, jet ski tour business or work in a gym - something that interacts with people and animals, and is outdoors and fun.

Chantal says, "I enjoy working at Trackspares due to the banter amongst the team and the coffee".

"Surprisingly I am very good at holding my own with heavy earthmoving industry clients and lifting heavy at the gym. I can also detail a car really well because I'm good at keeping things neat and in order".

Chantal describes her ideal client as one who is polite. Whilst mainly connecting with clients who have an accounts question, she finds it's always good to talk to people who enjoy doing business with Trackspares. She consistently solves problems for clients in regards to their accounts, ensuring that any queries are answered within the quickest timeframe possible.

"The biggest proof that I'm good at what I do is that I never receive angry calls. Our clients are always happy to have a chat with me", Chantal concluded.



TRACKSPARES - QLD
295 McDougall Street Toowoomba QLD 4350
Phone: (07) 4699 1900

TRACKSPARES - WA
55 Greenwich Parade Neerabup WA 6031
Phone: (08) 9405 0900

www.trackspares.com.au

