



Walstrom Marine Service Best in the World!

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Harbor Springs, MI, Representatives from Tiara Yachts recently recognized The Walstrom Marine Service Department as the only Tiara Service Center to achieve Platinum status for the 2005 model year.

Tiara Vice President of Quality Assurance and Customer Satisfaction, Scott Smith, and Customer Service Manager, Jerry Vandyke, traveled to Harbor Springs to present the Platinum Service Award to the Walstrom Marine Service Staff at a special luncheon this fall. The classification for the Platinum Level status is based on the Dealer Performance Data compiled on all thirty-six Tiara dealerships worldwide for the following four areas: Customer Service Measurement Surveys, Dealer Inspection Reports, Warranty Claim Ratings and participation at Tiara Tech Training Courses. The Walstrom Marine Service Department received high scores in all areas, garnering this prestigious recognition. To further highlight the strenuous requirements to achieve Platinum Status, Smith said, “We are glad you have achieved this award, now other dealers won’t complain the requirements are too hard.”

Although this is the third consecutive year Walstrom Marine’s service department has achieved the Platinum ranking, this is the first year that the coveted status was given to only Walstrom Marine.

“It’s quite an achievement to be the only dealer any place in the world to obtain this award. That’s pretty special,” said Walstrom Marine Service Manager, David Price.

With a long history of taking care of every aspect of boating for their customers, Price had this to say about his staff, “our staff takes a great deal of pride in their job and treat customers’ boats like they were their own.”

Walstrom Marine has sold and serviced Tiara Yachts, a division of S2 Yachts, for over 25 years. Tiara Yachts are based and produced in Holland, Michigan.

With a rich history in northern Michigan, the Walstrom family has been serving boater’s needs since 1946. With locations in Harbor Springs, Bay Harbor, and Cheboygan, Walstrom Marine takes pride in their knowledgeable staff and commitment to making each boating memory enjoyable. Walstrom Marine also sells and services Hatteras Yachts, Pursuit Boats, Mainship Trawlers, and Avon Inflatables. Visit Walstrom Marine on the web at www.walstrom.com

