

BLACKTOWN BUILDING SUPPLIES

THE TASK OF SATISFYING THE TIMBER AND BUILDING SUPPLIES NEEDS of builders at Rhodes Waterside is an undertaking of significant proportions requiring dedication, professionalism, knowledge, ability and experience. When it comes to fulfilling these requirements, Blacktown Building Supplies delivers.

Blacktown Building Supplies has over twelve years of experience in the hardware industry, and staff and management know the necessity of exceptional customer service and fast delivery.

Blacktown Building Supplies is part of the Swadling Group, operated by the Swadling family. The Blacktown store is one of a network of stores across Rosebery, Rozelle, Annandale, Canterbury and Bankstown. From the purchase of a single store in Alexandria in 1986, the Group has grown to a Sydney wide network with an annual turnover of over \$45 million. The Group's recipe for success is a combination of businesses that are customer service oriented, and which ensure that delivery is expedited.

The Blacktown store was purpose built as a customised provider of reliable and fast delivery of timber and building supplies. The store is founded upon the many years of experience attained by the Swadling family and the two former employees who co-founded the operation. Since opening in 1992, the store has continually perfected its mode of operation.

Blacktown Building Supplies' live by their motto, "Yes, we can deliver."

"We've created an operation at Blacktown - and at all our stores - which is service oriented," said Director, Phillip Screpis. "Deliveries across the group account for a major part of our business, and we have structured everything so that even if one of our stores doesn't stock a product, we can still arrange a delivery quite often within a matter of hours," said Phillip Screpis.

Sam Cassar, Sales Representative for Blacktown Building Supplies is responsible for servicing the needs of clients at the Rhodes Waterside project. "Our customers at Rhodes Waterside, including Walker Group and Richard Crookes Construction, engage our services because we make minimal mistakes and we get goods on site fast," said Sam Cassar.

Blacktown Building Supplies ensure the fastest possible delivery, even for goods that they do not supply. "If a client requires a product, and we do not stock it, we offer a special order service. A special order is placed with the supplier of the goods. And the rapport that we hold with these suppliers ensures the overall process is expedited. Once the goods are ready, we will collect them from the supplier and deliver them directly to the client," said Sam Cassar.

While Blacktown Building Supplies are extremely proud of their successful delivery system, the store offers many other benefits. The store has a 4,000 square metre undercover floor area and 100 parking spaces. The store's timber department stocks a wide range of timbers and can offer special attention to registered builders. The store has won a number of awards, including the TABMA Award for Member of the Year over four consecutive years (1998-2001).

To find out how Blacktown Building Supplies can deliver exactly what you need, call 02 9671 2355.



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