

“PERSONAL CONNECTION,
INTEREST AND ENTHUSIASM IN
SERVING THE CUSTOMER”

The logo for Bay Presbyterian Church features the word "BAY" in a large, bold, black sans-serif font. To the right of "BAY" is a stylized graphic of a church steeple composed of vertical bars of varying heights in shades of blue and yellow. Below this graphic, the words "PRESBYTERIAN" and "CHURCH" are stacked in a smaller, black, all-caps sans-serif font.

BAY
PRESBYTERIAN
CHURCH

Bay Presbyterian Church in Bay Village

<http://www.baypres.org/>



Summary

The Bay Presbyterian Church is located in Bay Village, Ohio. They offer a wide range of opportunities and services. Music is a large part of their religious services. Proper maintenance of their organ is crucial for this essential portion of their church to still be utilized in various events and activities.

Commitment from the Start

Bay Presbyterian's relationship with Leek Pipe Organ Company began when their previous organ service provider, who was well-recommended in Cleveland, was not responsive to their needs and was not able to provide the regular maintenance of instruments that the church needed. The relationship that they had with this previous provider deteriorated due to their insensitiveness and lack of attentiveness to their needs.

The church first met James Leek at an American Guild of Organist event. "He was really friendly, attentive to my questions about our organ, and professional in his handling of my complaint about the other company. He was clear he was interested in my business, so I gave him a shot and have been very satisfied ever since," says church organist Leah Templeton.

Leek was able to make a personal connection with Templeton before even her selecting him for his business. His interest and enthusiasm for the profession and serving the customer made the true difference and was one of her top reasons for selecting Leek Pipe Organ Company. They were also very patient and knowledgeable with any questions asked, something the church's previous organ provider lacked.

Service with Simplicity

Signing up for Leek Pipe Organ Service was very simple. Creating a consistent schedule for maintenance was easy and the company will personally contact them four times a year.

They have built a strong relationship of trust and respect through their prompt servicing of our instrument and their clear explanations of any problems, or concerns with the instrument. The employees at Leek Pipe Organ Company are very personable and the administrative staff is prompt with their scheduling, as well as researching any payments or parts questions. Their friendliness and personal touch makes the true difference.

Results You Can See

There was an immediate return on Bay Presbyterian Church's investment in Leek Pipe Organ Company. Their organ was tuned and Leek made sure that their organ was a priority. This was essential to be able to make a list of future work so that their church can budget for future expenses. Their services solved many of the problems that the church was previously having.

Among all other things, it was Leek's personal touch that made the most impact. "This organ company realizes that church administration, and even the organist, won't understand all the workings of the organ. They patiently explain and advise our church on how best to maintain the instrument while realizing that there will be budget constraints," adds Templeton.

Leek Pipe Organ Company has a strong reputation in the industry and has received many high accolades for its commitment to customers. It is shown in their relationship with the Bay Presbyterian Church that their personal touch imperative to their success as a company.

