

SELLING SATISFACTION SERVICE AND SUPPLIES

BY NANNETTE HOLLIDAY

WE ARE A ONE-STOP-SHOP FOR DARWIN'S TRADE AND DIY CUSTOMERS, WHERE OUR FRIENDLY, EXPERIENCED AND KNOWLEDGEABLE TEAM WILL ASSIST YOU WITH EVERY PROJECT, WHETHER RESIDENTIAL, COMMERCIAL OR INDUSTRIAL.

It's not good enough to simply sell a product if you can't back it up with service and satisfaction.

"A good salesperson can sell just about anything, but it takes much more to develop true customer loyalty," says Alex Tsirbas, owner and manager of Trade Building Supplies NT in Darwin. "Company culture is vital to our customers and us. It's a part of our DNA."

"We treat our customers how we want to be treated — with care. Our entire staff are focussed on satisfying our customer's needs with outstanding, knowledgeable service and quality supplies."

Since buying and reopening Trade Building Supplies on 30 November 2020, Alex, his wife Skye and their experienced staff have provided local contractors, builders and businesses with just that – top-notch in-stock products, unsurpassed product knowledge and service.

"Everyone has been extremely supportive and told us they're happy we're back servicing their needs locally."

Throughout the NT, it's always been important to employ local, buy locally and support regional communities – and with Australia's economic downturn and the added inconvenience of covid, it's even more important.

From the warehouse floor to the office, all the staff at Trade Building Supplies NT focus on customer care and building relationships. It's the critical factor that keeps people coming back.

"Plus, old-fashioned attention to detail and personalised service that's often lost in our fast-paced, hectic way of life today," says Alex.

Trade Building Supplies NT stock a

vast range of readily available, quality building products, including some of Australia's best industry suppliers, such as Buildex, Icons, Bremick fasteners, Hume doors, BGC fibre cement, Sika, Lockwood locks and many more. Manufacturing of timber trusses is another core part of the business and the expansion of steel frames and trusses to complement our existing and future customer base.

"We are a one-stop-shop for Darwin's trade and DIY customers, where our friendly, experienced and knowledgeable team will assist you with every project, whether residential, commercial or industrial."

Materials constitute a large proportion of a construction's cost. As a building supplier, Trade Building Supplies NT see themselves as the helpful advisory of trends and intermediary between the architect, designer and builder.

"Keeping up with the latest trends and sourcing good materials and components, ensuring we have what clients and customers want, is paramount and our ultimate aim," he says.

"Any project benefits from collaborating early with designers and contractors. If we can make it easier for others, that results in better business where everyone wins."

Trade Building Supplies NT is proudly locally owned and operated, and look forward to growing together with the people of Darwin and the Northern Territory.

CONTACT

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