

# EXPERT GLAZING AND PEACE OF MIND, EVEN AT 2AM!

Last year a young Melbourne family was abruptly woken around 2 am, to the sound of glass shattering and someone attempting to break in. The distraught resident immediately called the Police, and straight after that, phoned Glass Express to secure their home.

We sat down with Rob Sprague, the director of Glass Express, to ask him about the fast-paced nature of emergency glazing, and the value of investing in a skilled, professional and experienced team.

Based in Melbourne since 2006, Glass Express offers a full scope of glazing services, including 24/7 emergency makesafe and glass replacement, emergency shuttering, glass repair, double glazing, and curved glass for food cabinets and displays.

We sat down with Rob to ask him what it's like working in the glass industry. Rob is quick to point out that 'Glass is an ever-evolving industry that adheres to strict glazing guidelines and standards. It is essential these days for glass companies in Australia to offer 24 hour, 7 days a week service.'

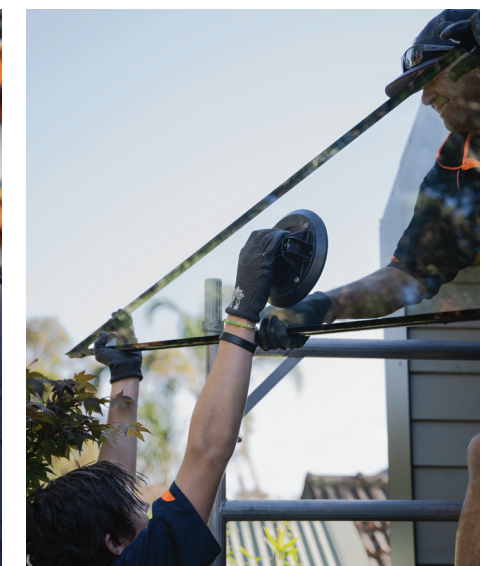
'When someone calls Glass Express about a glass emergency, it's either me, or an experienced glazier who answers the call, assesses the situation and immediately responds to the emergency situation', says Rob. 'This means we can normally respond to a commercial or residential glass emergency in Melbourne within the hour; securing the property, preventing injury and further damage, and in some cases cutting the glass onsite and replacing the damaged glass immediately.'

Rob is passionate about providing peace of mind to his customers, explaining that 'when the father of that young family contacted us about



the break-in and shattered glass, we were there 45 minutes later, cleaning up the shattered glass and boarding up the window to secure the premises. Then the family could then return to bed with the peace of mind knowing that their home was secure again. It's in times like these when people are desperate for someone to answer the phone, take charge of the situation and assist them through this difficult situation, while being able to help them calm down and put them at ease. The family were terrified and scared that the thief could return, and needed the window secured immediately. When we returned the next day to replace the glass, the customer mentioned that it was good speaking to someone on the phone in the early hours of the morning who was confident, professional and with a voice who reassured him that his family's house would once again be safe.'

What Rob values most in his business is his employees and his customers. The confidence Rob has in his glazier team is



evident. 'It's important to invest time in staff and provide them with opportunities to grow. This helps retain valuable staff members who have a can-do attitude and share our values of exceptional customer service and quality workmanship.' Glass Express has been fortunate to retain a fantastic team of glaziers, some with 40 years of experience. Glass Express is gaining a reputation for its exceptional planning and execution of complex projects.

One of Glass Express' most impressive jobs was an oversized 330 kg grey tinted toughened glass panel, which was to be installed right next to an outdoor fishpond. Rob explains that 'to add to the complexity, a 1400 mm eave was overhanging the fishpond, which meant the glass panel had to be crane-lifted into place, on an angle! While three other companies had visited the home

and failed to come up with a solution; Rob and the Glass Express team were confident they could organise an aquarium to relocate the fish to a temporary tank, drain the water, remove slip hazards, crane the glass panel in using a suction cups and a 350 kg counter weight (without damaging the house), install and silicone the new glass window into place, refill the pond, and return the fish! 'The customer was overjoyed with the end result' beams Rob.

'Because I run the company and have a Certificate III Glass and Glazing, customers get to speak with a knowledgeable and qualified glazier who understands glass and is invested in helping them. No job is too hard for us, and we always find a solution.'

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