



## **Business Profile - Handyman Matters, Ireland.**

Written by Staff Reporter

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Located in the Ballybane Industrial Estate, Handyman Matters is a one-stop-shop for all your home improvement needs. The company provides a number of fully qualified handymen, available to carry out many different projects on your home.

The Handyman package offers several benefits to customers, saving time, energy and money by supplying one competent handyman who can do many different projects rather than hiring a different person for each individual job. The company will take on residential or commercial work and rather than focusing on larger projects, they are happy to undertake any job, regardless of how small.

Customer service is one of the most important aspects of the Handyman service and the company prides itself on replying to every call. The emphasis is on having a 'can do' attitude and if they are unable to undertake a job, they will do their best to find someone who can.

"We feel that the key to success is customer service. We are very proactive and would always try to find a solution for all our customers. Reliability is a big part of what we do and if we say we will do a job at a certain time, then we will be there," said the proprietor.

"Our tradesmen are trained to go to the house and listen to the customer and see what they want to do. Then we will give a guide price and it's up to the client where it goes from there." Handyman Matters bases its business on preferred pricing, an hourly rate plus materials. All tradesmen are professionally trained, and are individually vetted by the proprietor.

"Even though the business is relatively new to Galway, the concept has been in operation for 20 years. The feedback so far has been very positive and we have been getting loads of calls in and lots of work. I think the reason that it has been so successful is our work ethic, we really want to get the best result for the client," continued the proprietor of Galway's Handyman Matters.

"All of our tradesmen are directly employed by the company, which means we have total control of all our jobs and can manage the workload. If you are working with sub-contractors, then you are relying on goodwill and hoping they will show

up. Also if an employee cannot make a job for some reason, we can make sure there is someone else there to take over."

The business operates under the premise that you should have your home treated with respect, be charged fairly and get your project done correctly first time. It sets itself apart from the competition through a commitment to act as an ethical and reputable business and being a simple, professional service to use. The company is fully insured and offer a six-month guarantee on all its work.

"People can find it hard to pick up a paper or the Golden Pages and be confronted with twenty names and numbers. It's hard to know who to call. If you ring us, you will be able to talk to a customer service representative and we will provide someone to take care of your job. We will give an honest date for when we can get a job done by and if we can't get it done by a certain date, then we won't tell you that we can. It's as simple as that," concluded the proprietor.