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Johnson Named Glass Doctor[®] Technician of the Year

CHATTANOOGA, Tenn. (July 16, 2009) – *Glass Doctor* honored Flat Glass Service Technician Travis Johnson of the [Glass Doctor of Chattanooga](#) franchise as the National Technician of the Year during the company's 2009 Annual Reunion Conference in Las Vegas June 28 – July 1.

The Technician of the Year Award is presented to the glass service technician who has a history of setting an example for fellow associates with exceptional work habits, technical skill and customer satisfaction. In general, the Technician of the Year is the model glass service technician that every franchisee seeks. Johnson was nominated for the award by Don Anderson, owner of the [Glass Doctor of Chattanooga](#) franchise, and was selected from among technicians at more than 370 *Glass Doctor* locations in the United States and Canada.



“In addition to his exemplary skills as a flat glass glazier, Travis has shown great ability as a salesman and customer service representative,” Anderson said in his nomination. “His initiative to make sales calls to local apartment complexes and property management companies resulted in numerous additional work orders for the franchise.”

Not only does Johnson attract new business, he also draws on his eight years of experience to help [Glass Doctor of Chattanooga](#) reduce operating costs.

“By merely re-arranging some glass storage racks at Travis’ suggestion, we were able to order larger stock sheets from a supplier at a lower cost than we had been paying,” Anderson said. “That eliminated many time-wasting trips to a local supplier for smaller orders.”



Johnson also goes beyond the call of duty to serve his customers. During the week before Christmas last year, Johnson voluntarily adjusted his work schedule to service a jewelry store's broken showcases after regular business hours. He accomplished the work overnight and the store was able to open as usual the next day. This extraordinary service resulted in a contract for *Glass Doctor of Chattanooga* to replace the store's remaining showcases.

As a full-service glass shop, [Glass Doctor of Chattanooga](#) offers customers glass shower doors and tub enclosures by Cardinal, plus G12, a one-year guarantee on windshield replacement. If an OEM replacement windshield that a *Glass Doctor* franchise has installed is damaged or broken within 12 months of the replacement date, *Glass Doctor* will repair or replace the windshield glass only at no additional charge to the customer (some vehicle restrictions apply; contact *Glass Doctor* of Chattanooga for complete details).

Caption 1: Flat Glass Service Technician Travis Johnson of *Glass Doctor* of Chattanooga puts the finishing touches on a shower door enclosure installation

Caption 2:

Travis Johnson (center) of *Glass Doctor* of Chattanooga receives the Technician of the Year Award from President Mark Dawson (left) and Vice President of Operations Dan Mock.

About Glass Doctor®:

Glass Doctor is the largest chain of full-service glass franchises in the United States. From windows to windshields to storefronts, *Glass Doctor* can handle any glass need. *Glass Doctor* also offers custom glass services, such as tub and shower enclosures, entry door glass and mirrors. Established in 1962 with one shop in Seattle, Wash., today *Glass Doctor* offers complete glass repair, replacement and services to the residential, automotive, and commercial markets at more than 360 locations in the United States and Canada. Now there are more than 170 *Glass Doctor* franchise owners across the United States and Canada. For further information or to find the location nearest you, visit www.glassdoctor.com.

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