



December 2023

# A LASTING IMPRESSION:

Client Short Stories . . .

## “DON’T GET YOUR TINSEL IN A TANGLE”

Mike and I had just finished cleaning a house of carpeting for a new client when he asked us if we would be willing to do him a favor. We both replied simultaneously, “Sure, how can we help?” He led us to the garage where this large bag was stored near the wall. He said, “I know it’s a lot to ask, but could you set up our Christmas Tree?” Mike looked at me and we both gave a reassuring nod.

As we started to unpack the ten-foot-tall Balsam Hill tree and branches, the husband's wife came into the room and her eyes widened with excitement and gratitude. She shared with us that they had not been able to set up the tree for the past few years due to her husband's health issues, and their children were all coming home this year for Christmas. “Thank you so much, you don't know how much this means to us,” she said with tears in her eyes.

We worked diligently to set up the tree, fluffing and arranging each branch to make it look perfect. Seeing the joy on their faces made our hearts feel full. It wasn't just about setting up a tree, it was making a meaningful difference in their lives, and their gratitude was overwhelming. As we were preparing to leave, the husband thanked us again and said, “It's people like you that truly make the holiday season special.”

As we said our goodbyes, the husband thanked us once more and said, “You guys are not just carpet cleaners, you are real-

life angels who came to my rescue.” I said with a smile, “Well, you know what they say, every time a bell rings an angel gets their wings.” Mike reached over to the tree and rang a bell.

We left his home feeling grateful and proud to be part of a company that values compassion and empathy towards our clients. This experience reminded us that sometimes the greatest gift we can give is our time, and our willingness to lend a helping hand. It's moments like these that make our job more than just a business; it's an opportunity to make a positive impact on someone's life, and it reminds us of the true spirit of the holiday season – kindness, giving, and making a difference in someone's life.



As we approach the end of another year, let's remember to spread love and joy in any way we can, because small acts of kindness can make a huge impact.

## "From 'I Do' to Moo: Young Couple Delivers Baby in Barn!"

With the birth of their son due any day and Christmas travel plans quickly approaching, Mary checked *Priceline* for hotels along their route, just in case her baby decided to come early. To her surprise the only availability between their home in Clearwater, Florida and Bugtussle, Alabama was a one-star rustic stable turned Airbnb called “Moo-Tel 6.”

Yes, you heard it right, a stable. Now, this stable wasn't any old stable, mind you. It was an authentic working stable with one single, bright LED light shining through the barn siding for ambiance. And get this – fresh hay is delivered every single day! Talk about a luxurious experience. But that's not all. This stable also had a 24-hour petting





zoo for all your furry (and not so furry) animal needs. And as an added Christmas bonus, they will even throw in a *Little Drummer Boy* for free.

Mary sighed and suggested to Joe that they stay home for Christmas that year and not risk being on the road with her being so far along with her pregnancy. But Joe, bless his heart, stated, *"I recently read in the November edition of Parenting Magazine that first babies are typically late, so I am sure we will have plenty of time to get to Bugtussle and back before the baby comes."* Mary pondered all these things in her heart and mind and began packing for the trip.

When they were barely out of Florida, Mary began to go into labor and was in complete agony. All she could think of was how perfect the timing was . . . for the magazine article to prove her husband wrong! Seriously, the universe has a twisted sense of humor.

But she couldn't let herself get distracted. The baby was coming, whether or not her husband had read a thousand articles predicting otherwise. They needed to find a hospital, a birthing center, even a kid's treehouse at this point, anything with a roof and some medical supplies.

And as they searched frantically for a solution, Mary couldn't help but throw in a few snarky comments at her husband's expense. *"Oh, honey, maybe you should've read the article on how to deliver a baby in the back of a car. That would've been helpful right about now."*

Then suddenly she saw a sign for the Moo-Tel 6 that she had read about. And while her husband may have been proven wrong, he redeemed himself by being an amazing support system for Mary and their new bundle of joy. Even if he did have to bear the brunt of her wit and humor for a little while longer.



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## Wishing You a Joyous Christmas and Prosperous New Year



The holiday season is undoubtedly one of the happiest times of the year. But let's face it, it can also be one of the most stressful. From fighting crowds at the mall to cooking a feast for the whole family, the pressure to get everything just right can make even the most festive person feel frazzled.

Similarly, many people feel overwhelmed during the holiday season: the pressure to buy gifts, to decorate their homes, to host parties. It can all feel like too much.

But just like the bright star that shone down upon the manger, there is hope to be found in the midst of chaos. Friends and family come together, and those who may have been distant are brought closer.

This year, our company, Floorcovering Technologies, wants to extend that same hope to our clients. We wish you a stress-free holiday season full of joy and love. May your homes be filled with warmth and your hearts with happiness. From our family to yours, Merry Christmas, and Happy New Year.

So, take a moment to breathe, to appreciate the little things, and to spread kindness wherever you go. Just like the baby born in the stable, sometimes the greatest things come in the smallest packages.

