

# MTEC - Midwest Tool & Equipment Center

4485 Highland Rd., Waterford • 3 Miles West of Telegraph • 248-674-4833 • www.mtecrental.com

## Service Award

We celebrate the students who graduate at the top of the class, recognizing how much effort it takes to rise above, say, 800 of their peers. Now, what if the graduating class were 17,000 strong—almost like taking Olympic Gold or a Stanley Cup, right?

It's time for pats on the back at Midwest Tool and Equipment Center (MTEC) because they've done just that. The American Rental Association (ARA) has, for the second time in three years, awarded MTEC the prestigious Rental Excellence Award for outstanding customer service.

In fact, MTEC, a locally owned and operated rental store, is the only store in America to have won the annual customer service award twice. Perhaps it's time to build this rental pro a trophy case.



Marketing Coordinator Matt Groen attributes MTEC's success to the Midwest staff: General Manager Steve Vanker, Operations Manager Mike Peel, Equipment Manager Jim Young, Service Manager Scott Saffron and Dispatcher Mike Shaver. It's their ability—

honed through years of experience—to make the store customer friendly makes the difference.

It doesn't hurt to have the heaviest duty, highest caliber, brands of equipment available for hourly, daily, weekly and longer-term rental, either.

"Our greatest asset? We're large enough to give customers the equipment they need and careful enough to give each customer the personal service they deserve," Groen said.

## Rental Division

Photos by Sandra Mateo

Just right. Whether it's a pair of shoes or your favorite nine iron, nothing can top the comfort of finding the perfect fit.

MTEC, with 33 years experience, uses a proven formula of reliable equipment, hard to find tools and a reputation for outstanding service, to be the perfect fit for contractors, municipalities and homeowners alike.

"We rent everything from a 3/16 wrench to a 580 backhoe," said Rental Manager Rich Gullledge.

MTEC will help you get the job done by advising you on which equipment from their vast fleet fits your needs. Sure they have the usual: front-end loaders, mini-backhoes, chainsaws, roto-tillers, aerators and such, but they also carry rare equipment like concrete pumps, rock vacuums, concrete floor shot blasters and 12" wood chippers.



Renting these tools is the ideal solution for customers with difficult projects and tight budgets.

Once you know the tool that fits the job, it's time for that award-winning MTEC service to kick in. Need the equipment delivered and picked up? No problem. Need a little guidance on how to use it? No problem.

"We start every machine up and give instructions with every rental," said General Manager Steve Vanker.

## New Sales Division

"If you don't see it, just ask," said MTEC Sales Manager Jeff McCallum. He'll move mountains to find that new mini-excavator for you, leave no stone unturned in his search for a used concrete mixer—you get the picture.

This newly formed division provides a solution to many of their best rental customers' problems; now they have the option of purchasing both new and used tools and equipment from people they've grown to trust.

"If someone rents a particular piece of equipment all the time, obviously it makes sense to buy it," said McCallum.

Because MTEC periodically turns over equipment in its rental fleet, these well-maintained machines become available for sale at great savings.

But, as Southeast Michigan's only



authorized Scot Trak dealer, MTEC can offer great prices on new skid steer front-end loaders and mini-excavators too.

In addition to heavy equipment, MTEC also sells scaffolding, landscaping tools, Multiquip products like vibratory plates and concrete pumps, Wacker cutoff saws, water pumps, diamond saw blades—remember, "Just ask."

Reliable, Heavy Duty Equipment  
Contractor Discounts  
Easy Open Account Terms  
Convenient Rental Returns  
On-site Delivery  
+ Hard-to-Find Equipment  
Wide Variety of Inventory

# MTEC

Midwest Tool & Equipment Center  
Need It? Rent It! Buy It!

Need It?  
Rent It!  
Buy It!

National Winner for Best Customer Service  
First place award competing against 17,000 rental centers.

248-674-4833

4485 Highland Rd. (M-58)  
Waterford, MI 48328  
www.mtecrental.com

\$5

MTEC

Five Dollars off your next rental

Not to be used with any other offer. One coupon per rental.

Coupon must be presented at time of rental. (OP)

\$5