

“Making us more productive.”

SaskTel 10-4 service

BACKGROUND

For almost 40 years, Paradise LeisureScapes has been providing Saskatchewan residents with innovative top-quality products and services designed to enhance their leisure living. After opening their doors to Regina residents in 1970, the company quickly gained a reputation for phenomenal products and service, and by 1980, had expanded into the Saskatoon area. Paradise LeisureScapes’ ongoing dedication to excellence is reflected in the enthusiastic loyalty of both customers and staff, allowing the company, in recent years, to move from their former locations into two leisure superstores, featuring hands-on displays of all their products and services. From pool and yard leisure supplies to leading-edge spas, full-service maintenance and repair, as well as residential and commercial construction services, the team at Paradise LeisureScapes works hard so the rest of us can relax.

CHALLENGE

While working in the leisure product industry may seem like an easy way to make a living, it takes a considerable amount of skill, passion and training to be successful at what they do. This is doubly true for the team at Paradise LeisureScapes, who routinely find themselves spread throughout all of Saskatchewan when providing service to their clients.

Owner Kelly Miettette grew up in the business so he knows what it takes to be successful. To him it’s about finding the right people and giving them the training to be successful at what they do. In fact, Miettette rates people (staff and customers) as both the most rewarding and most challenging aspect of his job. While Paradise does have many long-term employees, it is the search for new blood that is of paramount importance to Miettette and his team. “Finding more people,” he emphasizes, “and keeping them is one of our key objectives.”

Miettette also knows that an important element in achieving his key objectives is ensuring that Paradise LeisureScapes has the tools necessary to support his team. Not only can an effective communications solution increase efficiency and productivity, but it provides a solid foundation that both new and existing employees can rely on, making it a powerful tool for recruiting and retaining staff.



“We couldn’t imagine doing business without 10-4™ service.”

Kelly Miettette, Owner

Paradise LeisureScapes

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SOLUTION

Since the day they first opened their doors, Paradise LeisureScapes has entrusted all of their communications needs to SaskTel. As both organizations have grown and evolved, so have the technologies used for mobile communications, which is why it was only natural for SaskTel to offer the new 10-4 service to Paradise when it was introduced. And how did the team at Paradise LeisureScapes react to the new service? “When 10-4 came out, it just made sense for us,” says Miiyette, “it was just the right fit!”

With construction and maintenance crews frequently spread throughout the entire province on projects, the convenience of 10-4 service has helped the Paradise team increase their productivity by allowing for quick and easy communication at the touch of a button. “We have constant communication between the service managers and their maintenance and service staff,” says Miiyette. “From on-site bill collection to technical back-up, we can easily connect with our technicians and locations.”

Working as they do, in and around water, having a durable device able to withstand being battered or splashed was also a key element in choosing 10-4 service for Paradise LeisureScapes. “Working around pools,” Miiyette laughs, “we can attest to just how tough these things are!”

Taking further advantage of 10-4 service and the free long distance calling it provides, Paradise has mandated that their service department use 10-4 exclusively when calling long distance, saving them money while increasing their productivity. During their peak summer months, where all fifteen 10-4 devices are used literally hundreds of times a day, that amounts to a significant savings to their bottom line.

Perhaps the most important advantage of 10-4 service for Kelly Miiyette and his team is the long-term benefits to their key objective of employee attraction and retention. Miiyette elaborates, “Having 10-4 service really helps our new staff during the troubleshooting phase of their training. If we sent staff out to the field unsupervised and without assistance, and they didn’t have this method of communication, I’m sure we wouldn’t be able to retain people as well as we do. That’s a major benefit of 10-4 service!”

For more information about 10-4 service, call 1-800-SASKTEL (727-5835), visit sasktel.com/business or your nearby [SaskTel Authorized Dealer](#) or [SaskTel Store](#).

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