

Long Island Firm Brings Award Winning Service To Tri-State Food Service Operators

Some 30 years ago, the Sher brothers; Ken and Irwin founded Day & Nite / All Service with a single purpose: to take the daily pressures off of the Metro New York food service operator.

In 1977 that passion started with a focus on the headaches often associated with commer-

generation of Shers that have joined the family firm. "Our role has expanded as our customers look for us to help them make decisions about trying to fight tough economic times by repairing rather than replacing."

"Certainly you'll see us at many major venues. But what

really makes our team special is the commitment to every customer regardless of size. Large or small, if a client is willing to seek true value and a relationship, we will bend over backwards to make their company productivity escalate from an equipment service and operation

standpoint," added Sher.

Day & Nite / All Service from its start has made an on-going commitment to training. "There's been so much change in the electronics and technology elements of equipment," Sher continued. "Our approach to training sets us

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Matt Sher

Day & Nite / All Service

cial refrigeration. Some three decades later that mission has evolved to include both the cold and hot sides of a food service operation and grown beyond its humble beginnings in Long Island to service the full breadth of the Metropolitan New York area.

From the very beginning, Day & Nite / All Service has built its reputation on its superb technical ability and uncompromised customer service practices. It's not uncommon to drive through any major venue in New York from Times Square to Yankee Stadium and see a Day & Nite / All Service van parked outside either late at night or on a Sunday.

In today's most challenging of economic times, Day & Nite / All Service has become even more valuable to its customers. "Our customers are pressured to figure out ways to extract as much value out of their service partners," notes the firm's Matt Sher who represents the second



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apart and enables us to shine through the extraordinary abilities of our technicians. It has enabled us to stay ahead of the curve in the service business."

Many of Day & Nite / All Service professionals have worked for the firm in excess of 25+ years and are considered some of the best in the country. Sher noted: "We pride ourselves on our in-house and factory training program to continue to deliver the best talent the industry has to offer. This gives us the ability to tackle any Refrigeration, Cooking and HVAC project that we are invited to take part in," said Sher.

Day & Nite / All Service has also become a leader in warranty service. "Many manufacturers have raised the stakes as they seek to compete for market share with more comprehensive warranty programs. So manufacturers realize that aligning with the right service company truly becomes part of the added value that they are selling to their dealer and end-user customers," Sher continued.

Day & Nite / All Service recipe for success continues to be built on a foundation of continuous technical training, dedication to outstanding service and an undying desire to base every transaction on integrity with a long-term partnership in mind.

The next generation of Shers led by Matt, Rick and Brett have brought yet another ingredient to the firm's vision for the future. This second generation has already made its mark in helping improve business processes, bring a more consultative approach to end-users and driving toward uniformity in all of Day & Nite / All Service's operating units.

"We have a deep understanding of how technology will help our company grow and support our clients. So we continue to make investments in our infra-

structure. We just implemented a new service/dispatch and accounting system to further deliver real time reporting to our clients on their equipment lifespan and deliver better decision support. We will continue to build on our system to give clients the ability to access their account info via the web and to maximize our communication with our field technicians," Sher added.

Day & Nite / All Service's plans for the future include both organic and strategic growth. The firm has successfully expanded beyond the Tri-State area with offices in the "Central Carolinas" and Tampa, Florida. "Our goal is to grow into additional markets in need of the quality service we deliver. In many cases this will be driven by customers who appreciate what we bring to them in Metro New York and are looking to find the same level of support for the additional marketplaces in which they operate," he said.

For Day & Nite / All Service, a heritage of an uncompromising commitment to quality for service as a springboard for future growth. "With our love for this industry, the best is yet to come," Sher concluded.