

## **Gourmet Settings Customer Service Team Recognized By The Consumerist**

*Gourmet Settings, a company specializing in stainless steel flatware sets, was recently recognized by The Consumerist for its top-notch customer service. The company designs beautiful flatware patterns and stands behind its products 100%.*

July 17, 2009 (FPRC) -- RICHMOND HILL, ON - Gourmet Settings, a leading company specializing in stainless steel flatware sets, was recently recognized on The Consumerist, a blog that encourages customers to write in with positive customer service stories. The Consumerist is owned by the same parent company as Consumer Reports.

Gourmet Settings was recognized after a customer attempted to replace a few lost pieces from his flatware set. The customer first tried to buy the individual pieces on the Gourmet Settings site and eBay, without luck. As a last-ditch effort, the customer wrote to Gourmet Settings, asking if he could purchase just a few spoons.

The pattern was discontinued because the set was a few years old, but the customer service representative offered to search backstock for the pieces. She then offered to mail them to the customer, free of charge. As soon as the story was published on The Consumerist, other Gourmet Settings customers chimed in, all reporting positive experiences with the company.

"It's important to create beautiful flatware patterns, but equally important to have a customer service team that's ready and willing to go the extra mile for our customers. Whether our customers purchased our flatware last week or a few years ago, we want them to know that our relationship doesn't end when they purchase our product," said Hildy Abrams, president of Gourmet Settings.

Gourmet Settings has been designing stainless flatware since 1994. Many of the company's designs have won numerous design awards and its packaging has been recognized for its unique and innovative style. The flatware is available in large retailers including Bed Bath and Beyond, Costco, and Target, and online at the Gourmet Settings web site. In addition to its everyday flatware, the company also sells serving pieces, steak knives and restaurant sets. Gourmet Settings flatware can be found in some of the country's top restaurants, including Table Fifty-Two in Chicago.

"We know that most of our customers may only purchase a few different flatware sets and they are as important to us as our flatware is to them. Every customer is a valuable customer, and we want them to know we stand behind our product 100%," said Abrams.

About Gourmet Settings:

Gourmet Settings has been leading the flatware industry from its Ontario, Canada location since 1994. The company's award-winning flatware patterns and pursuit of innovative solutions have earned it and its designers numerous awards around the world.

### **Contact Information**

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**Keywords**

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