

## **Sassy Scrubs Announces Employee Promotion**

*Sassy Scrubs' customer care specialist, Emily Gates, is promoted to Customer Care Manager.*

January 13, 2012 (FPRC) -- Penn Yan, NY -- Sassy Scrubs, the US based manufacturer and e-tailer of custom medical scrubs, announced the promotion of Emily Gates to Customer Care Manager. She will be responsible for analyzing the needs of the customer, and becoming the customer advocate inside Sassy Scrubs.

“Emily Gates has been a key part of Sassy Scrubs' success by undertaking customer satisfaction research to help identify our customers' level of experience with our company. Emily's unique perspective makes her the perfect choice for this position, which requires compassion for, and understanding of, the needs of our customer, as well as the ability to look beyond the obvious standard protocols to insure customer satisfaction every time. We are thrilled to announce the promotion of Emily to this important position,” said Company President, Karen Bradley. Emily joined Sassy Scrubs in 2010 as a Customer Records Clerk and was soon promoted to a Customer Care Specialist. Emily Gates gained customer care experience in her prior position with Plum Point Wine Tours as an event planning assistant. “We plan to apply the information that Emily has gleaned from her research, as well as her experience in the field of customer service, to implement new procedures applicable to our Company's customer service philosophy. Our goal is to insure that we deliver our service promises to all of our customers in an exemplary manner to increase both customer retention and customer satisfaction. Emily's promotion will assist us in that goal.” says Ms. Bradley.

Sassy Scrubs provides high quality, customized scrubs to corporations, doctor's offices, labs, spas, as well as individual medical, dental and veterinary personnel. The uniform manufacturer specializes in providing uniform tops, pants and lab coats for hard-to-fit, tall, petite and plus-sized staff. In addition to standard uniform garments, they also produce surgical caps, chef's hats, aprons and patient gowns. Sassy scrubs can also custom design a garment to fit a company's specific needs, as they recently did for Steuben Glass, in Corning, NY and Isabella Spa at Belhurst Castle, in Geneva, NY. They are also GSA contract eligible.

If you visit their web-site at [www.sassyscrubs.com](http://www.sassyscrubs.com), you will see that their company not only offers items in sizes XXX-Small to 9X-Large, they also offer petite and tall lengths in all of their garments. Additionally, they offer maternity items in sizes XXX-Small to 6X-Large. Sassy Scrubs offers standard fabrics (cotton, poly-cotton) but since they custom make each garment in their NY facility, a customer's choice of fabrics for their garments is unlimited and can include Linen, fleece, flannel, as well as special non-conductive or carbon infused fabrics – whatever meets the customer's needs. Unlike most scrubs companies today, all of their garments are sewn in the United States.

To discover what makes Sassy Scrubs stand out and above the “average” scrubs company, visit them at <http://www.sassyscrubs.com>

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