



Shenoa & Company's Client Care Program- Shines Brighter Than Their Diamonds

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Diamond wholesaler Shenoa & Company is on the fast track to becoming an industry leader in jewelry sales online.

PR9.NET April 09, 2008 - New York, NY - Shenoa & Company is puzzling their competitors. The jewelry industry is a buzz with the meteoric rise of a company that is having success in an industry that has been hit hard by an economic downturn. People are concerned that our economy is starting to mirror the conditions we had during the recession of the early 1990's. So one would think that the sales of Diamonds, Earrings, Pendants and other luxury goods would be dramatically reduced? That being said it still does not get us closer to the answer of "How does Shenoa and Company thrive in such diverse industry and economic challenges?"

"By aligning ourselves with industry leaders to provide Shenoa and Company with the best products, technology and fulfillment. We are able to provide 100% Customer Satisfaction!" quotes Blane Perun, VP of Online Marketing. There should be more to this equation than vendor alignment and a deep, diverse selection of rings, earrings, etc. It seems that no matter what stage of the buying cycle, Shenoa and Company always uses its 100% Customer Satisfaction as the beacon to navigate all the pitfalls and challenges toward achieving a satisfied client.

Like any other company, team Shenoa had to overcome the rapid growing pains of their success. Part of this windfall can be attributed to creating processes and procedures in the early stages so that a dramatic increase in sales can be handled by this road map for scaleable growth.

"We are very proud of our entire staff and their commitment to listen, learn and understand the needs of our clients. By coupling these initiatives with our extensive client care guidelines, we have seen a dramatic increase in repeat sales from satisfied customers" boasts, Scott Cowan, COO of Shenoa & Company.

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About Shenoa&Company

Founded in 1980, SHENOA & CO. is one of the fastest growing online retailers of certified diamonds and fine jewelry. SHENOA & CO. Online is built on a simple idea: purchasing quality diamond jewelry does not have to be an expensive event.
www.shenodiamonds.com

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