



# BDS News

## Issue 1, January 2017

## BDS Employee of the Month

*Pam Lawrence*

We are proud to announce that Customer Service Representative Pam Lawrence is the December, 2016 BDS Employee of the Month. Pam has been working for BDS for 21 years. First in the Assembly Department in June, 1995, and then the stockroom. When BDS moved its operations from Tualatin to Newberg in 1999, Pam became production manager for many years, and transitioned to the front office in 2006. She has been excelling at customer service ever since. "I am proud to represent the BDS line. I feel like we offer high quality products at really competitive prices," states Pam. "You can tell by the workmanship, BDS units come off the line in ship-shape form. And our five year warranty is really, really good."

"Pam is incredibly supportive to everyone. It's why she's in the position that she's in, and it's what makes her so good," says BDS President Rick Whitman. "And that's her core talent. That's why Pam does so well at what she does. It is in her talent and her nature to help people. Anyone that comes to us and needs something, they're in good hands."

"We are very family oriented around here. We are small enough to keep that family feeling, and also to work as a really good team, from my job here in customer service, all the way down to shipping," says Pam. "From beginning to end. Everyone has a role, and everyone does a great job. We receive very, very few complaints."

"Pam is always a great go-to person," says BDS Graphic Illustrator Angela Cretsinger. "She knows everything. Not because she looks it up, but because she has it memorized."

"Pam is a dedicated employee," BDS Accountant, Angie Atkinson says. "She has the special talent of being able to remember all of our customers, and their names, and even their family's names. She can remember them after only one conversation."

"The feedback that we receive from customers is very important to us," says Pam. "We not only care about each suggestion, we take everything into deep consideration. We pay attention to how each operatory or unit fits in a particular office configuration. Factors such as size, placement and function really matter. We go above and beyond, and care very much about our product. We want our customers to be as happy to use it as we are to sell it. It makes me very proud to work for BDS. We put our heart and soul into everything that we do."



BDS Employee of the Month Pam Lawrence

## Introducing Our New Duo Cart *The A-3150*

- Duo unit with left/right capability
- Maximum convenience and flexibility
- Time tested American made componentry
- Variable positioning
- Full feature control for 3 handpieces



A-3150 Mobile System

## Flexibility Means Options

With more positioning options than anyone else in the industry, BDS specializes in a wide range of delivery units. From cabinet mounted handpiece controls, rear delivery, side delivery, arm mounted, or shelf mounted, we have the specialty configurations to suit nearly any preference.

Find us on Facebook,  
keep up with BDS trivia,  
promotions & much more

## Variety is the Spice of Life

When a complete dental operator is not required, BDS has your solution. From single handpiece operation to a three handpiece control with an air/water syringe, our variety of simple & compact controls will fill the need in any dental practice or lab.

Check us out @  
[www.beavertatedental.com](http://www.beavertatedental.com)



S-4250 Mobile System, a BDS mainstay