

# Tuff Torq Service Team Members Receive Yanmar Global Customer Service Awards



Kobe, Japan (March 27 ) – Yanmar Holdings Co, Ltd. held a special award ceremony at the Portopia Hotel in Kobe, Japan on March 10th to recognize the companies top customer service team members including Tuff Torq's Derrick Dalton, Scot Carter, and Gill Graham on their contributions to the company and its customers.



We acknowledge and recognize these three members and their significant accomplishments within Tuff Torq's service team for their outstanding performance and commitment to excellence. These three continuously exceed expectations when providing assistance to

customers and display initiative and resourcefulness when troubleshooting problems and/or complaints.

Derrick's approach to the creation of specialized service tools, maintenance kits, online training/videos, and technical support material along with his vast knowledge of TTC products has expedited TTC's proactive approach to profound customer service.

Scot's exceptional knowledge of products and machines in the field has been a tremendous asset to our company. He always suggests ways to improve and is willing to support our dealers and customers, both proactively and when called upon.

Gill's background of TZ products is evident when he is communicating with customers. He has a knack for providing clear service and technical procedures. He thrives on helping customers and enjoys seeing the end result with another satisfied customer

Derrick and Scot had the chance to travel to Yanmar's Customer Service headquarters in Japan to receive their awards. Such recognition of all three of their efforts highlights the importance that Yanmar America and Tuff Torq place on delivering exceptional purchase and ownership experiences by providing quality service and products to their customers.

### **About Tuff Torq**

Tuff Torq Corporation, established in 1989, develops, manufactures, and sells hydro-static transaxle drive systems for industrial machinery such as ride-on lawn and garden tractors, off-road UTVs, construction equipment, as well as marine gears. They are a subsidiary corporation of Yanmar Holdings Co, Ltd. For more information, please visit [tufftorq.com](http://tufftorq.com).

### **About Yanmar**

Yanmar America Corporation, located in Adairsville, GA, is the regional headquarters of Yanmar Holdings Co., Ltd. a global company based in Osaka, Japan. Yanmar was established in 1912, and in 1933 became the world's first manufacturer to develop a practical small diesel engine. Today, Yanmar is a recognized leader in the design and manufacturing of advanced performance diesel engines and diesel-powered equipment, as well as gas engine-based energy systems. Yanmar America Corporation is located at 101 International Parkway, Adairsville, GA 30103. For more information, please visit [yanmar.com/us](http://yanmar.com/us).