



About Our Workplace

About D. A. Burns & Sons ...

Since 1935, residential and business clients have trusted D. A. Burns & Sons with the care and cleaning of their valued furnishings. We carefully handle your carpet, Oriental and specialty rugs, upholstered furniture and window treatments as if they were our own. We take great pride in the quality of our service and the experienced professionals who perform them.

D. A. Burns & Sons is recognized as a leader in our industry and is highly recommended by design professionals who rely on our expertise for the cleaning of care-sensitive textile furnishings and our carpet craftsmanship in the fabrication of custom designs, edge treatments and rug repair. Our cleaning plant and carpet workroom resources and capabilities are unmatched in our service area.

We are pleased that most of our work comes through repeat business and referrals from decades of satisfied customers. They value our experienced service team, convenient scheduling, friendly service and kept promises.

About Our Workplace ...

- We enjoy a friendly work atmosphere with personable co-workers who become friends.
- We are a stable business (trusted service since 1935) with a stable work force committed to customer service.
- We are very involved in our industry and invest in continued education.
- We have earned a position as a leader in our industry and a consultant to the floorcovering and interior design communities.
- We have a long history of ethical business practices and community involvement.

About Our Customers ...

- Our customers are quite loyal – mostly “repeats and referrals” – with whom we have earned a service relationship based on trust ... that often carries to the next family generation.
- Our customers & clients value our consistent, high level of service and our professional friendliness.

- Our commitment to our customers is to “keep our promise with no surprises”.

What Our Customers Say About Us ...

- “Good job, guys. But, of course, that’s what you’re known for.”
- “Just a note of thanks for a job well done. Our three Oriental rugs look absolutely beautiful.”
- “It’s been a long time since our upholstery has been cleaned. Everything now looks so nice ... you did a terrific job.”
- “You did a wonderful job of fabricating our custom carpet. Especially grateful for working with my time constraints..”
- “Had I known what you could do to repair our family’s Oriental rugs, I would have had it done a long time ago. You’ve given them a new lease on life.”
- “Finishing our area carpet with the tapestry fabric border really pulled together the colors in our dining room.”

About Our Co-Workers ...

- Our employment emphasis is on individual responsibility (individual ownership of the job) rather than excessive, unproductive supervision ...with rewarding compensation programs
- Longevity of co-workers at D. A. Burns ...
 - over 5 – years: 68%
 - over 10 – years: 46%
 - over 15 – years: 30%
 - over 20 – years: 16%
- Lots of personal interaction, humor and co-worker celebration of special occasions ... holidays, special dates, personal milestones, etc.
- Confident in abilities, attentive to detail, commitment to doing it right the first time, admiration of one another’s high level of competence, enjoy “making a difference” for our customers

What Our Co-workers Say About Us ...

- Friendly professionals with a sense of humor
- Customer driven and individually responsible
- Team effort, cooperative and supportive of one another
- Fast paced and efficient