



At UTP competent and friendly service is the order of the day

An important part of internal sales is the Processing Department. This is where our experienced and technically trained staff deal with "customer-specific special processing". Our four person administration department performs all tasks important to a smooth transition of paperwork in the ordering process. They do everything from making sure the client has the latest catalogues to order from, to recording orders, invoicing your jobs and making sure you get delivery of your products etc.

Likewise, our dynamic duo in the telephone marketing department supports our sales team by managing customer account information to ensure that we have personal contact with the customer as well as, up to date and accurate client data.

UTP's service policy

One of our many strengths lies in finding the best possible solution in an urgent situation. If necessary, the respective staff member will also try to find a non-standard solution to the problem, at UTP the customers' needs have top priority. All our sales staff respond to each incoming enquiry professionally, quickly and proficiently.

Friendly and swift processing

In 2011, the telephone manner of our sales staff was tested by an independent telephone marketing company. This test showed that our sales staff answer calls promptly, they respond to customer enquiries with above average proficiency, friendliness and speed. We pride ourselves on our customers receiving personal attention at all times.

More customers

UTP has the largest off the shelf, standard mould base storage facility in South Africa, which has helped to massively improve the company's lead time to market. UTP is on the road to excellence, this is shown by the increase in turnover as well as the number of customers that return on a regular basis.

Information

Our internal sales team are standing by to take your order. Our operating hours are:-

Monday to Thursday:	07:00 to 16:00
Friday:	07:00 to 13:00
Website:	www.utp.co.za
Email:	info@utp.co.za



External Sales

UTP has four external sales representatives, one in each major province throughout South Africa. The sales representatives see to customer needs in the market by communicating with them directly in their respective sales areas. In close cooperation with the in-house sales department in Krugersdorp they offer outstanding service with swift and competent support. Not only are they in charge of customer care and maintaining communication with our clients but they also provide technical advice and are responsible for new customer acquisitions.

New products are presented to customers immediately after launch, in order for them to maximise the advantages promptly.

Our external sales staff have a high level of technical competence and experience in the field of metalworking. Regular training ensures that this competency is continually expanded and refined along with the knowledge about new products and product fields such as metal stamping tools.

Taking part in Trade Exhibitions

It goes without saying that external sales staff take part in all regional and international trade exhibitions ensuring UTP maintains a firm presence in the industry. Sales staff establish contact with customers guaranteeing that the UTP stand becomes the meeting point for professionals from all areas of the tool and mould making industry.

Over 1300 prestigious customers

The importance of sales for the company and its contribution to achieving the leading position in the market is testament to 1300 long-term customers that have been relying on UTP for its excellent service and high quality products for over 20 years.