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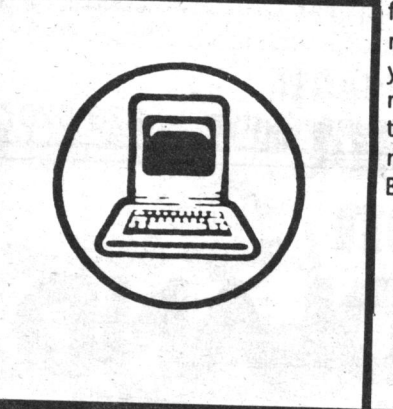
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# BARRAGER'S



Mani Mitera, pictured above left with longtime deliver manager Wayne Norton, has owned Georgetown's Barrager's Cleaners since 1985. The company's motto is "Whatever you wear we clean with care."

## Committed to customer satisfaction

Barragers Cleaners, with two local outlets, was established in Georgetown in 1946 by Mr. Don Barrager. It was run by the Barrager family until 1985 when the business was sold to the current owner, Mani Mitera. Since that time Mani and Vijay, along with a strong dependable team, have been serving the Halton Hills community with quality and same day (Mon-Fri) cleaning service. From the beginning, the policy has been to keep the customer's needs in the forefront. The motto "Whatever you wear we clean with care" says a lot for their procedure. It can only be achieved through total commitment and dedication to customer satisfaction. In that, they state that if you are not satisfied with the cleaning, they will gladly redo the garment free. The way the motto is applied is through the following:

1. Make sure you treat the clothes as if they were your own.
2. At every step of the process check the garment and the rule which applies is "If you will not wear it send it back for reprocessing."
3. Continuous education on fabrics and process procedures.
4. Keeping in mind that the customer's time is valuable.

Here are a few of the things Barragers has instituted. It is the only drycleaner in Halton Hills which has computerized all locations. So there is less time spent at the counter and there is a complete tracking system. For the same reason, Speedy Bags were introduced and environmentally friendly Blue Bag Service. Free pickup and delivery service will be introduced this May. Apart from that Mani has sponsored various sports teams and become involved in the community. He initiated a "Coats for the needy" drive where coats were cleaned and distributed at no charge and dropped off at their destinations. In the last two years, he started with the participation of local businesses a Food Drive, before Christmas for the good neighbor food baskets. Mani is also a member of the Lions Club and through it has been donating his time and efforts for various causes locally. "Halton Hills is a very good community to live and work in and I would like to contribute in any little way to make it better," he said.

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