

DATE:	September/2021	CLIENT:	Toyota Material Handling Northern California Inc
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PROMPT / NOTES: _____	COPY:
1.	You know what they say – downtime is wasted time... well, that's what we say at Toyota Material Handling Northern California. Here, it's all in the name – we've got your every material handling need covered, and have since 1997. New and pre-owned equipment for lease or sale... service for all makes and models of forklifts.... rental ... and all the parts you could ever want – sound good? We thought so! We'll be with you shortly.
2.	Think Toyota forklifts can't be affordable? That's not the case at TMHNC. We have unlimited ways for you to lease, finance or own America's #1 selling forklift. What's more is we will also provide you with comprehensive service packages tailored to fit your businesses' specific material handling operation. Let's work together to find a solution that fits your needs!
3.	Need Racking, High Speed Doors or Dock Equipment for your warehouse? We have you covered. Our Material Handling Consultants will work with you to schedule a time to come to your facility and provide a comprehensive solution that will leave you wondering how you ever made it without us!
4.	Communication, transparency, accountability, follow-through, training and development – to some people, they're just words... to us, they're our values. We're big believers that good things happen when you treat your staff and customers right – so we make sure we do just that every day. But enough about us – it's you we want to talk about. Tell us your needs when you're connected.
5.	Toyota Forklifts, Polaris GEM and Taylor Dunn Utility Vehicles, Nilfisk Advance Industrial Sweepers and Scrubbers, Aichi and JLG Aerial Equipment – we sell, lease, finance and rent them all here at TMHNC – and for a price that won't break the bank. Browse our entire range on our website – T M H N C.com.
6.	If our team members are happy, we're happy. We provide continuous training and development opportunities for all of our associates.... And have fun while we're at it! Sound like someplace you'd like to work? You'll find all our job opportunities online at T M H N C.com.

7.	The best equipment in the industry deserves the best training for its operators! That's why we're proud to offer on-site operator training and certification for all types of forklifts, boom and scissor lifts, industrial carts, and electric pallet jacks. We also offer Train-the-Trainer programs so you can bring certification expertise into your own company. Training details including cost, and class schedules can all be found at T M H N C.com
8. [TIME SENSITIVE – client to advise]	Thank you for holding. Here at T M H N C, we're always looking for ways to make our clients' lives easier, and provide even better service. That's why we now offer virtual Teams meetings so we can talk through the new, used and rental equipment we have available with you. Request yours when we take your call, or at T M H N C.com .

Suggestions from HighViz Marketing

SERVICE	<p>At Toyota Material Handling Northern California, we understand that downtime is wasted time and the success of your business depends on you to move and store goods efficiently. You need the right equipment and the right service so your staff can do their jobs efficiently. Our goal is to set you up with a successful operation because your success is our #1 priority. When unplanned downtime and equipment failures occur, TMHNC will be there! We will get you back up and running FAST.</p> <p>To help prevent downtime, we offer cost-effective service plans to keep your operation running smoothly. We service all makes and models of forklifts, cleaning equipment, and utility vehicles. We'll help you with everything you need so you can stop being reactive, and start running the safest, most efficient, and profitable operation possible. Ask us to help you choose the right service maintenance plan that fits your needs and budget, when we're connected.</p> <p>Thanks for holding. We'll be with you shortly.</p>
PALLET RACKING	<p>Option 1 (includes 'we buy rack'): A messy and disorganized warehouse can lead to poor capacity, efficiency, and safety. At TMHNC, we not only design and install new pallet racking systems to get you on track, but we can also reconfigure or buy and remove your old rack, so you can stop trying to work around the mess, and finally get the most out of your warehouse.</p> <p>Request a free space improvement consultation so you can stop making your job harder by dealing with a messy warehouse and start making your warehouse safer for your team, your goods, and your sanity. Let us know if you need a better way to store and organize goods. You can find more information on our website at TMHNC.com. Thanks for holding. We'll be with you shortly.</p>

ELECTRIC FORKLIFTS	<p>You may think that electric forklifts aren't right for every application. But the truth is, new advancements in Toyota's technology and engineering make them the smarter choice for most businesses. We believe every warehouse should explore the possibility that electric forklifts are the more efficient and cost-effective solution for their operation.</p> <p>Our team has all the knowledge and tools to help determine if electric forklifts can keep your warehouse running to the capacity, efficiency, and profitability you need to get the job done. We'll do a free custom evaluation, compile Toyota's limited-time incentives that match your infrastructure and include rebates and any emissions tax credits you qualify for— so nothing holds you back! Switching to electric has never been easier...or cheaper! Thanks for holding. We'll be with you shortly.</p>
INDUSTRIAL CLEANING	<p>Dirty floors put warehouses at risk of dissatisfied customers, fines, and lawsuits. That's why Toyota Material Handling Northern California helps you find the right industrial cleaning equipment that keeps dirt off your floor and off your mind. With TMHNC's expert guidance and servicing, you get a simple, effective way to keep your floors clean. Whether you have broken equipment or need routine maintenance, we service all makes and models. Don't have a cleaning solution? No problem. Ask about our free equipment demo and we'll bring our recommendations out to your facility. With all new cleaning equipment purchases, we will provide free training, so you'll know exactly how to run and operate your new equipment. We even maintain your equipment as part of our service program. Could your operation benefit from cleaner floors? We know it can! Let's talk about it, when we're connected. Thanks for holding. We'll be with you shortly.</p>
WAREHOUSE SOLUTIONS	<p>At TMHNC, we know better than anyone that moving goods quickly and efficiently is essential to the American economy. We're your one-stop provider for all warehouse solutions. We understand you want to have a safe, organized, efficient, and smooth-running warehouse. That means you need to make the best use of your space! We believe your warehouse should work FOR you. TMHNC is here to help you maximize your space, reduce downtime, protect your employees, prevent inventory damage, and save time and money. We offer customized pallet racking and shelving solutions, warehouse automation and optimization, high-speed roll-up doors, and loading dock safety accessories. Request a free demo or free warehouse safety assessment when we're connected. Thanks for holding. We'll be with you shortly.</p>
UTILITY VEHICLE	[coming soon]