

Will Stone Plumbing

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Based in Hordle, Will Stone Plumbing have built their business by providing a high standard of customer service, above and beyond customer expectations.



As well as growing from a one man business, Will Stone has identified the need for specific office based support. This means that all appointments and enquiries are dealt with by my specific staff, rather than being directed to mobile phone for otherwise busy plumbers.

All appointments are now organised using a dedicated computer system. Staff are provided with a smart phone, where appointments are scheduled. Customers are also provided with a job certificate, where appropriate, again using dedicated customer management software.

Customer testimonials online show an extremely high level of customer satisfaction, with reference often made to the rapid response time in emergency situations. Furthermore, there are numerous reviews which mention the polite and courteous members of staff and the respect for the property in which they are working. Their average review rating on Facebook is scored at 5 stars.



The business has developed a recall system designed for customers who wish to be reminded of their annual servicing. This takes the hassle out of remembering and booking annual visits.

All vans are professionally sign-written and staff provided with branded uniform.

