



# TORONTO CONSUMERS MEET WITH... HAMMAD ASSAN *from* JIFFY SELF-STORAGE

Jiffy Self-Storage is a 21 year Consumer Choice Award winner in the category of *Self Storage* in the region of GTA. The company has been in business since 1987 and is GTA's leading Self-Storage Provider.



## WHAT IS THE BIGGEST RISK YOU HAVE EVER TAKEN IN BUSINESS?

**Taking chances on some of our customers. Meaning trusting our customers and breaking standard protocol in doing so. We take every situation on a case by case basis. Specifically to our retail tenants. They may have not met all our desired criteria, but we listen to them and make a judgment call on how we feel, and it has paid off for both of us.**

## BUSINESSWISE, WHAT IS YOUR NEXT BIG STEP?

**Hopefully, expanding to another location or at least providing additional services. Nothing concrete is in place at the moment, but I believe we are ready to do so.**

## WHAT DOES IT MEAN FOR YOUR COMPANY TO BE VOTED BY CONSUMERS AS YOUR CITY'S BEST?

**It validates our commitment to providing exceptional customer service and exceeding our customer's expectations.**

## WHAT SETS YOU APART FROM YOUR COMPETITORS?

**We prioritize the needs of our customers over our own. Even if we are not able to render them our services, we still go out of our way to make sure they get what they need anyways.**

**Every interaction, whether it is sales or customer service is an opportunity for us to demonstrate our commitment to their satisfaction. We listen to our customers and take all feedback into careful consideration.**

## HOW WILL WINNING THIS AWARD AFFECT THE WORK YOU DO MOVING FORWARD?

**We will feel accomplished in our goals to provide unparalleled customer service and strengthen our dedication in continuing to do that.**



## BUSINESS MOTTO

**"Smart Move, Jiffy Storage gives you choice."**

**"We are your one stop shop for all your moving and storage needs."**

**"We are Toronto's friendly neighborhood storage."**

## LOVE IN MY JOB

**I like being able to help anybody who calls or walks through our doors. A lot of our customer's are in less desirable situations. They may be in between homes for whatever reason and it is satisfying to be able to help them in any way.**

## BIGGEST SUCCESS

**From a career perspective it would be elevating Jiffy to new levels of service, efficiency and performance. I am very lucky to have supportive management and staff in aiding me with this over the years. It has been fulfilling seeing results.**

## ONE WORD I WANT TO OWN IN MY CUSTOMERS' MIND

**Excellence**

## DAILY, I TRY TO

**Improve myself. Be better than I was yesterday. In all aspects of life, whether it is in my health, intellect, or relationships.**

## CONTACT:

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