

## Royal Mat Inc - Beauceville

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*beauceville*

## Royal Mat Inc - Beauceville

### Recycling Center Royal Mat Inc: A Mixed Bag in Beauceville, Quebec

Located in the heart of Beauceville, Quebec, **Royal Mat Inc** serves as an essential recycling center within the community. Despite its vital role in promoting sustainability and waste management, customer experiences reveal a variety of opinions about the service quality.

### Customer Service Challenges

One of the repetitive themes highlighted by visitors is the **unpleasant behavior of the reception staff**. Multiple drivers have reported interactions with

the receptionist that left them feeling disheartened. Comments indicate that she can be quite rude, making statements such as, "I am the office here," when asked for assistance. This level of customer service can significantly tarnish a visitor's experience, overshadowing the efficient operations that Royal Mat Inc provides.

For instance, one driver expressed his disbelief at the receptionist's manner, stating, "I felt like we are from different planets." Such feedback suggests a pressing need for improved communication skills among staff to enhance the overall atmosphere of the center.

## **Efficiency in Operations**

On the brighter side, the efficiency of loading services at Royal Mat Inc has been praised by many. Drivers commend the quick loading times, noting, "If you go on time, they will load you quickly." One driver associated with Speedy Transport highlighted the positive experience he had, specifically mentioning the excellence of the dispatcher named Mélanie and the responsiveness of the company director.

These positive notes about the operations reflect that while customer service may need improvement, the operational side of Royal Mat Inc remains efficient and reliable. A balance between good service and operational efficiency is essential for any business.

## **Room for Improvement**

Despite some efficient service, several customers emphasize the importance of training staff in customer engagement. The **\*\*lack of follow-up\*\*** on orders and difficulty in reaching the company via phone have also been highlighted, indicating a gap that could be filled to enhance customer satisfaction. One dissatisfied customer noted, "Customer service simply rots," showcasing a broader issue that requires attention to foster better relationships with clients and improve the perception of the center.

## **Conclusion**

In conclusion, Royal Mat Inc in Beauceville, Quebec, presents a dichotomy of operational efficiency and customer service challenges. While the recycling center excels in quick loading times and operational effectiveness, there is a clear need for improvements in how staff members engage with customers. By focusing on enhancing interpersonal skills and ensuring responsive communication, Royal Mat Inc can further solidify its reputation as a leading recycling center in the region.

**The address of our establishment is**

132 181e Rue, G5X 2S8 Beauceville, Quebec - Canada (CA)

The phone number of said **Recycling center** is +1418-774-3694  
And if you want to send a WhatsApp, you can do so at +1418-774-3694

### Our opening hours are:

Day	Hours
Monday	8?AM–5?PM
Tuesday	8?AM–5?PM
Wednesday	8?AM–5?PM
Thursday	8?AM–5?PM
Friday	Closed
Saturday	Closed
Sunday	8?AM–5?PM

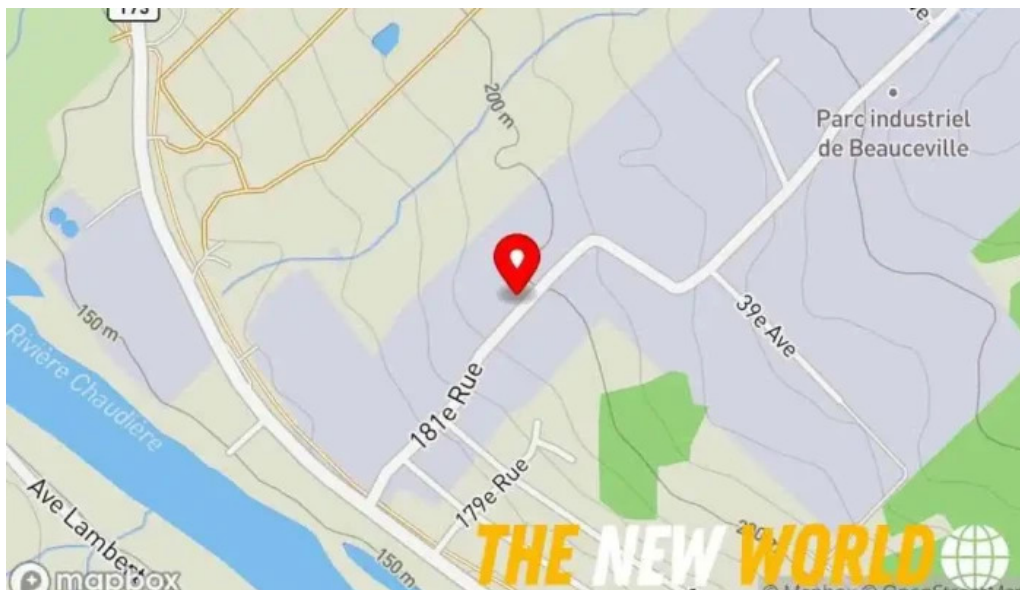
The website is Royal Mat Inc

If you need to change any data that you consider is incorrect related to this web, we ask send a message so that we will correct it at the earliest convenience. In advance thank you very much.

### Images



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## Tags

*loading, despite, essential, efficient, customer, efficiency, highlighted, challenges, operational, operations, beauceville, recycling*

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business broker
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business networking company
business to business service
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cabin rental agency
cafe
call center
campground
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cannabis store
canoe & kayak rental service
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car rental agency
car repair and maintenance service
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caterer
cell phone store
certified public accountant
chamber of commerce
charity
chartered accountant
chicken restaurant
chiropractor
chocolate shop
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city or town hall
civil engineering company
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cleaning products supplier
clothing store
coaching center
coffee shop
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commercial real estate agency
community center
community health centre
company registry
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computer consultant
computer hardware manufacturer
computer networking service
computer repair service
computer security service
computer service
computer software store
computer store
computer support and services
computer training school
computer wholesaler
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concrete product supplier
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condominium rental agency
conference center
construction company
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glazier
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home health care service
home inspector
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hostel
hotel
house cleaning service
housing authority
housing complex
housing development
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hunting and fishing store
hvac contractor
hydraulic equipment supplier
image consultant
immigration & naturalization service
immigration attorney
income tax help association
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insurance broker
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it consulting
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logging contractor
logistics service
machine maintenance service
machine shop
machinery parts manufacturer
machining manufacturer
mailing service
manufacturer
marina
marketing agency
marketing consultant
massage spa
massage therapist
mechanic
mechanical contractor
media consultant
mediation service
medical center
medical clinic
medical laboratory
medical spa
meditation instructor
mental health clinic
metal fabricator

metaphysical supply store
mexican restaurant
mining consultant
mission
mobile phone repair shop
mortgage broker
motel
moving and storage service
municipal administration office
municipal department of tourism
museum
music management and promotion
music school
native american goods store
naturopathic practitioner
nissan dealer
non-profit organization
notaries association
notary public
nursing home
nutritionist
occupational safety and health
office equipment supplier
office supply store
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photographer
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pizza restaurant
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post office
powersports vehicle dealer
print shop
private tutor
process server
professional services
promotional products supplier
property management company
psychologist
psychotherapist
public health department
public library
public relations firm
publisher
quantity surveyor
raft trip outfitter
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real estate agent
real estate appraiser
real estate attorney
real estate consultant
real estate developer
real estate surveyor
recruiter
recycling center
reflexologist
regional council
reiki therapist
research and product development
restaurant
retirement community
retirement home
safety equipment supplier

salvage yard
sandblasting service
sandwich shop
sauna
saw mill
scale repair service
school
screen printing shop
screen repair service
screen store
second hand store
security guard service
security service
self-storage facility
senior citizen center
septic system service
serviced accommodation
services
sewage treatment plant
sewing machine store
shipping and mailing service
shoe repair shop
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soil testing service
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sporting goods store
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tax preparation
tax preparation service
taxi service
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