

All of the recommendations can be seen on LinkedIn @:

Michael Marcosa

Catherine Drake

Senior Director of Accounting at Nice N Easy Grocery Shoppes

Mike is very courteous and an honest business professional. He tries to customize solutions that put the client first.

January 18, 2013, Catherine was Mike's client

Robyn Reynolds

Store Auditor at Nice N Easy Grocery Shoppes

I have personally dealt with Mike for years. Superb customer service and Mike goes above and beyond with his customer service. Whether it is helping getting an older McGunn that we have owned for years back up and running or the newest safe that we have in our stores the Triton Versasafe. On-site training was excellent and the support we have received after the install has been spot on. The software on the VersaSafe is the most advanced software I have seen. Look forward to working with Mike and Customer First for many years to come.

January 16, 2013, Robyn was Mike's client

Beverly Pierlow

Project Coordinator / Operational Support

Mike was great to work with as BKC was updating their safes, and needed training for personnel, it was my job to make sure accommodations for his team were set-up, Mike made sure I had all necessary information to assist his team and the BKC team, so that each training session was a success. He was readily available to answer any questions that came up and made sure that I was comfortable and had the knowledge needed to complete the project.

January 11, 2012, Beverly worked directly with Mike at CUSTOMER 1st SAFES

Michael Ciccarelli

Director Of Operations-Franchise Professional

Mike Marcosa truly understands the importance of keeping your cash secured & supporting your cash management process. Mike was always reliable & available anytime. Furthermore, Mike always had a great sense of urgency & follow-up & fixed our issues quickly.

January 3, 2012, Michael was Mike's client

Randy Horsley

The Fresh Market

I had the opportunity to work with Mike, on many occasions, when I was a Regional Loss Prevention Manager with Burger King Corporation and he was working for McGunn Safe, an approved vendor of ours. I worked on several special projects for BKC and Mike always made himself available as well as providing expertise in his knowledge of safes and safety. Mike also provided great training to myself, my fellow peer's in addition to conducting training classes in my markets of coverage. I found Mike to be very knowledgeable, trustworthily and dependable. He was a true vendor partner who I would highly recommend.

April 14, 2011, Randy was Mike's client

Theresa Matthews, B.S.

Facilities Management at Bloomin' Brands, Inc.

Mike has proven time and time again to be a true professional who is deeply committed to customer service. Mike is an expert in his field and with the product he sells and services. He is always available no matter what time of day or night or day of the week. Mike will follow through to insure that you are completely satisfied with the product as well as his service. I would hire Mike again and recommend him to anyone else.

February 2, 2011, Theresa was Mike's client

Michael Zografos

Darden Restaurants

Mike Marcosa and Customer 1st Safes have done an outstanding job for Burger King Corporation for a number of years. Burger King relies on securing funds within the restaurant just as most companies do and Mike Marcosa and his company allow us the peace of mind knowing that the products we are using and the level of customer service is second to none.

Thanks for the "over the top" service Mike!

Michael Zografos

January 18, 2011, Michael was Mike's client

Ray Marcus

District Manager at Burger King Corporation

Mike is available for his services 7 days a week. He is honest and a reliable vendor to call upon when you have issues with any type of safe.

January 18, 2011, Ray was Mike's client

Vernetta Bates

Chief Operations Officer at Quality Brand Management dba Taco Bueno

I have worked with Mike at Customer 1st and also McGunn Safe for over 5 years. He has been an valuable asset to me and my management teams at Burger King Corporation. Mike has always gone above and beyond to assist me with my needs. In the QSR business we do not stop business at 5:00PM on Friday or start at 9AM on Monday. There have been many times I have called Mike for assistance to get an immediate need resolved.. A few times I have needed immediate attention and he was out with his family. He asked me to hold on a second, he stepped aside from his family assisted me with my issue as though it was midday on a Wednesday. Mike is always very courteous, concise and an excellent resource for the odd issues you may face in terms of security needs.

I wish we had more partners with the same commitment that Mike brings, he truly lives up to the brand name, Customer 1st.

January 17, 2011, Vernetta was Mike's client

Vicki Muldoon

Experienced Food Service Professional

Mike has been a great partner in my 40 restaurants with our safes. Mike is professional and has added value through free training sessions. Mike has been there any day and any hour to help us with emergencies.

January 17, 2011, Vicki was Mike's client

Renee Sutera

Administrative Coordinator, Midwestern University

I worked closely with Mike for several years. I can say without a doubt that you would be hard-pressed to find someone else with his knowledge and professionalism in the industry. Not only was he incredibly well-versed in the mechanics of the product, but his approach with customer service and follow through were second to none. I would highly recommend his services with the utmost confidence.

January 12, 2011, Renee worked with Mike at CUSTOMER 1st SAFES

Robin Willis

Health, Safety and Environmental Manager at Cummins Northeast

I've worked with Mike for several years. He has always impressed me as above average when it comes to customer service and technical expertise. I could always reach Mike and he would go above and beyond to make sure my problem was solved. A true customer service representative.

January 11, 2011, Robin was Mike's client

Anthony Hepker

President at DNA Distributors Inc

Mike and Customer1st are in my opinion are the most customer and service orientated safe manufacture in the USA. Mike truly believes that the customer comes first and service is the corner stone of his business. The safes manufactured are delivered on time and backed 100% and built to last.

January 10, 2011, Anthony was Mike's client

April Smith

Company Business Manager at Burger King, Heartland Food Corp

I am a customer of Mike Marcosa and do quite a bit of work with him. He is very professional and extremely helpful. He makes himself available 24/7 and always goes out of his way to help his customers.

January 8, 2011, April was with another company when working with Mike at CUSTOMER 1st SAFES

David Diederich

CFO at D. Diederich's Security, Inc

Mike sets the standard for what a good business person should be. He exceeds all of my expectations with creativity and class.
D. Diederich

January 4, 2011, David was Mike's client

[William Cocco, CPO, ICPS](#)

Passionate Security & Safety Professional

I have had a business association with Mike since 2000. Mike has always demonstrated a thorough technical knowledge of the safe industry. He always keeps abreast of trends and changes in the industry. He has always taken a strategic partner approach to his work. Service is just not a word in Mike's vocabulary, it is a mental commitment. Mike will make every effort to provide the highest customer service from the start of the project, through projects completion, and thereafter. Mike understands the nature of every business request and works diligently in his efforts. He translates product features into benefiting the business at hand.

January 3, 2011, William was Mike's client

[John Chemello](#)

Area Safety Manager at Republic Services Inc

Most, if not all of us, have been in a position that is time critical and facts or information is needed immediately. While working in the QSR industry, there has been many times I relied on Mike to get a resolution to a problem where his expertise was the source. While Mike was not the sole source of the needed information, Mike was the sole source to access the information immediately and completely so the problem could be usually resolved on the spot. When the issue required more than verbal information or advice, Mike was able to coordinate prompt on-site service at a reasonable cost.

I can't count how many times I relied on Mike to provide advice or information regarding not only the products he sells but also the time delay safes distributed by all the major TD safe players. Whether it was am, pm, weekend, etc., Mike answered the phone call personally or returned the call promptly. It's great having a partner with that commitment to Customer Service and who really puts the Customer 1st.

January 3, 2011, John was Mike's client

[Rocco Furello](#)

Chief Enforcement Officer at CCS Enforcement

Mike worked with us integrating the depository safe and the video system into the point of sale system making us the first to truly creating a total cash management system (CMS)The customer service was beyond anything we had seen in the industry to date, He flew in and trained my staff as well as my customers staff he was always there with 60+ c-store the phone would ring at 1am Mike would answer not once but every time and I am quite sure if his phone rang at 01:45 tonight he would answer and work me though any problem or any theory of integration I might come up with no matter how off the wall it might be, he would work me though it.

January 2, 2011, Rocco was Mike's client

Laura Metrick

Sr. Assets Protection Manager at Denny's

Mike is an expert in his field, and has provided my team with superlative service from concept to final output - sales and service. He has always been available to help me any time I've called on him, and has been polite and personable with everyone he's dealt with. He is such a pleasure to work with.

Mike provides outstanding customer service and excellent work at a reasonable price, he's reliable, trustworthy, and always responds with a sense of urgency due to the nature of our/his business.

Mike has taught me everything I know about time delay safes and I would not only recommend him to everyone with confidence, I will always use him for any locksmith, or time delay safe sales and service needs.

December 30, 2010,

Dennis Carr

Facilities Specialist at Outback Steakhouse

Mike, is very detailed and is always helpful to all to get issues resolved quickly. Service was always done in a quick professional time frame.

December 30, 2010, Dennis was Mike's client