

North Idaho Success Story

“Personal service is a quality that has and always will resonate in man's heart.” That is the very reason I started Bell Tower Funeral Home over 4 years ago. I felt the need to bring back that genuine and personal customer service that is so very important, especially when dealing with the loss of a loved one. It's not about the money, the things or the appearance, it's really about truly connecting with someone who is in need, and that need most of the time is just a listening ear and a caring heart.

I will never forget my first lesson on customer service given to me by my father. When I was 16, I would drive down to Hermiston, Oregon and buy a pickup load of watermelons from my grandfather and bring them up here and sell them off the street. This realtor, who gave my father a lot of business, would come over and buy from me frequently. One occasion, he shared his experience with my father. This realtor had expressed some compliments and that he was impressed with my self-drive. That prompted my father to ask me about the experience. He asked me to hand deliver a free watermelon to this gentleman the next day and thank him for the business and support he has been to my father, myself and our

family. It was a small token of our appreciation. That one small act spoke volumes to this realtor. To this day, he is still a very dear friend of mine and our family.

That is what's important in this life...relationships. It's the memories we create for ourselves or for others that we get to take with us when we have finished our lives here on Earth.

Rob Clark
Owner/Funeral Director



Rob Clark

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Call Rob today
for your funeral planning