# Robert-James Sales, Inc.

## PIPELINE

Issue 47

September 2013

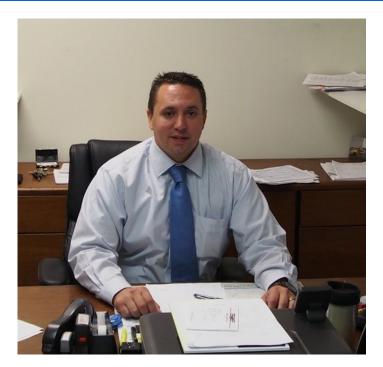
## North Carolina



Pictured left to right: Rich Dalton, Gary Halychyn, Dave Jones, Donna Homan, Cheryl Daughtry & Lon Riznik

#### From the Desk of Rich Dalton...

My wife Kerri and I moved our family down to North Carolina in October of 2011. We love North Carolina but miss our family and friends back in Ohio. The NC branch has gone thru several changes since my arrival including purchasing a new Peterbilt flatbed truck, promoting Dave Jones to inside sales, adding Dan Litchfield to our outside sales team, and hiring a new warehouse employee. We feel that by implementing all of these changes we will continue to grow our branch and customer base. I hope everyone has a good and profitable third and fourth quarter.



Rich Dalton, Branch Manager

In addition to those pictured on the front cover our branch includes Jim Guyton, Outside Sales covering NC and Virginia. Larry Motzer, Outside Sales, covering Tennessee and parts of Georgia. And Dan Litchfield, Outside Sales, covering South Carolina, Western North Carolina and portions of Georgia.

Dan Litchfield has been with our outside sales team for a year. He and his wife, Beth, live in Blythewood, SC. They have 2 sons (twins) Scott and Jason.

Larry Motzer and his wife Karen are celebrating 30 years of marriage. Their son, Rich, graduated from Pellissippi Community College with an Associate Degree in Science in December of 2012. Congratulations on both.

Congratulations go out to Dave Jones, moving to Inside Sales! Dave moved here from Buffalo, where he had been working in the Buffalo warehouse since April of 2003. Dave, Sandy, and family moved to North Carolina in June 2009 when he took over in our warehouse. Recently, he celebrated 10 years with Robert-James Sales.

Taking over Dave's position in the warehouse, we have Lon Riznik. Lon started with us on February 18<sup>th</sup> of this year. Lon was born and raised in Rochester, NY. He moved to North Carolina as a young adult living here for about 15 years and then moved back to Rochester, only to return to North Carolina in November 2012. Some of his hobbies include fishing, golfing, and bowling. Lon jokingly says," I don't golf as much as I would like to."

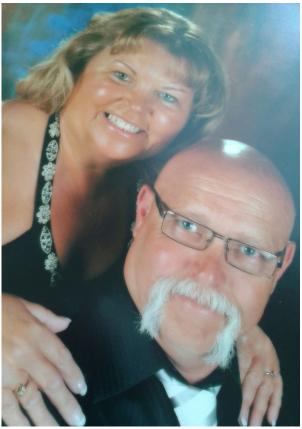
Lon is pictured here with our new 2013 Peterbilt truck. Dave flew to Buffalo and picked up the truck in September of 2012. As our company grew, so did our truck!!!



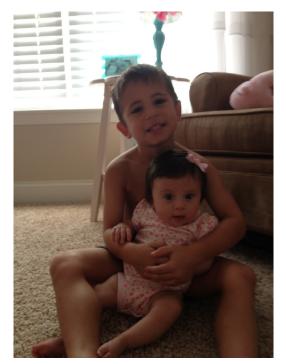
**Robert-James** Sales, Inc. USDOT 1209710

Above: Lon Riznik

### News...



Donna Homan & Joe McMahon



Drew and Kamryn Dalton

Donna Homan got engaged on Jan. 23 2012 to Joe McMahon. Joe works at Bitting Electric as Fleet Maintenance Manager. They recently bought a new house on February 15, of this year in Clayton, NC.



Cheryl Daughtry's daughter, Sam graduated in 2012. Dave Jones' daughter, Rachel, graduated in 2012 and his son, Steven,

graduated this year in 2013. All three are attending community colleges.

Travis, Dave's son has won the Bronze medal in the 50 yard dash for his age group of 9-12 years old in the Special Olympics held in Smith-

field April 2013.

## **Baby News!**

Donna Homan has a new granddaughter. Her son Travis and wife Crystal had their first child, Meadow Rayne on September 20, 2012.



Rich (Branch Manager), and Kerri Dalton welcomed home their daughter, Kamryn, born on May 6, 2013. Drew just loves her and is a big help.



Meadow Rayne Ayers

Here is an unsolicitated letter talking about one of our New Jersey employees...

Erin,

I just wanted to send you a note of commendation regarding one of your employees, Stephanie Rademacher.

I had the pleasure to work with her on an order last month. I called into your office and she picked up the phone. I asked for a 'hot rush' valve and did not have a lot of details to give her to work with. She was knowledgeable of the product and your industry, and asked me the right questions to determine the type of valve I needed. Stephanie was extremely helpful, positive, pleasant and made this challenging order come together so that I receive the correct valve in the time frame I needed it. Just receiving the valve on the date I needed it would have met my expectations, but Stephanie exceeded them. In any business or personal setting, you sometimes come across those people who are just a pleasure to be around and you appreciate them for being who they are and how they choose to interact with others in their daily lives. Stephanie is one of those people, and I am grateful for the opportunity to have worked with her.

Sincerely, Chris Working High Purity Systems, Inc.

#### **Welcome New Employees**

<u>Buffalo</u>		
James Mure	Warehouse	08/05/2013
<u>Chicago</u>		
Steven VanHorn	<b>Outside Sales</b>	07/08/2013
<u>Cleveland</u>		
Richard Bowers	<b>Outside Sales</b>	09/09/2013
<u>Minneapolis</u>		
John Berg	Warehouse	07/25/2013
New Jersey		
William Daniels	Inside Sales	07/08/2013
<u>Utah</u>		
William Byrd	<b>Outside Sales</b>	08/19/2013

#### **OUR CUSTOMER**

Is the most important person in our company.

#### **OUR CUSTOMER**

Is a human being with feelings like our own.

#### **OUR CUSTOMER**

Deserves our most courteous and attentive treatment.

#### **OUR CUSTOMER**

Does not interrupt our work; he/she is the purpose of it.

#### **OUR CUSTOMER**

Brings us his/her needs; it is our job to fulfill them.

#### **OUR CUSTOMER**

Is part of our company; he/she is not an outsider.

#### **OUR CUSTOMER**

Does not depend on us; we depend on him/her.

#### **OUR CUSTOMER**

"IS" our business.

#### Robert-James Sales, Inc.

#### President:

James Bokor, Jr.

#### **Board of Directors:**

James Bokor, Sr.

Robert Glidden, Jr.

James Bokor, Jr.

Joseph McIntosh

James Schmit

39 Years

Gerard Mazurkiewicz

Robert Glidden, III

## **Anniversaries**

<u>39 Years</u>		
Bernice Clough	Corporate	09/04/1974
35 Years		
Linda Starr	Corporate	08/09/1979
26 Years		
Robert Ciminella	Buffalo	07/27/1987
24 Years		
Jon Denk	Chicago	09/18/1989
23 Years		
Jeff Parrish	Corporate	09/04/1990
22 Years		
James Bokor Jr.	Corporate	08/23/1991
20 Years		
Lyne Suver	Chicago	07/19/1993
<u>16 Years</u>		
David Simmons	Corporate	07/14/1997
15 Years		
Thomas Kliber	Buffalo	08/04/1998
14 Years		
Teresa Churbock	Cleveland	09/02/1999
13 Years		
Cheryl Daughtry	N. Carolina	09/01/2000
Gary Halychyn	N. Carolina	08/28/2000
Stephanie Rademacher	N. Jersey	07/24/2000
<u>10 Years</u>		
James Bettisworth	Chicago	08/25/2003



<u>(continued)</u>
--------------------

	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\		
<u>9 Years</u>			
Joseph Olszewski	Cleveland	07/19/2004	
8 Years			
Roger Dillie	Cleveland	09/06/2005	
<u>7 Years</u>			
Michael Wawrzyczek	Corporate	07/17/2006	
Tracy Besch	Buffalo	08/09/2006	
Kenneth Krygier	Buffalo	09/11/2006	
Tony Barbuscio	Cleveland	07/10/2006	
<u>6 Years</u>			
Richard Carlson	Minneapolis	09/04/2007	
<u>5 Years</u>			
Amanda Stelmach	Corporate	07/14/2008	
William Lehsten	Buffalo	08/18/2008	
Joanne Wargula	Buffalo	09/29/2008	
<b>Timothy Smith</b>	Indianapolis	07/14/2008	
4 Years			
Sandy Widmer	Buffalo	09/14/2009	
Christopher Nichols	Cleveland	09/08/2009	
<u>3 Years</u>			
Russell Wujek	Buffalo	09/23/2010	
<u>2 Years</u>			
Kevin Goode	Buffalo	08/22/2011	
Christine McDougald	Buffalo	08/02/2011	
Karl Schultz	Buffalo	09/22/2011	
John Smith	Buffalo	08/22/2011	
Doreen Formica	Cleveland	07/25/2011	
<u>1 Years</u>			
Rick Goosman	Buffalo	09/06/2012	
Anthony Jones	Buffalo	08/27/2012	
Cory Ramback	Buffalo	07/17/2012	
Marvin Taliaferro	Buffalo	08/06/2012	
Scott Revord	Chicago	08/13/2012	
Jeffrey Boulicault	Indianapolis	07/09/2012	
Joshua Olszewski	Indianapolis	09/24/2012	
Alan Keefe	Utah	09/10/2012	

## Did you know?

- 1.) That Garner, which is where our branch is located, is 4 miles south of Raleigh.
- 2.) Raleigh was chosen as the new capital of North Carolina in 1788 and is also known as the "City of Oaks" for its many oak trees.
- 3.) North Carolina enjoys all four seasons. The highest temp recorded is 110 degrees on August 21, 1983 in Fayetteville, NC. The lowest temp recorded was -34 in Mount Mitchell, NC on January 21, 1985.







4.) Raleigh is centrally located; we are approximately two hours from the beach and two hours from the mountains. It also has many lakes and parks for hours of enjoyment.



#### Attention all Flexible Spending Plan participants:

EBS-RMSCO has moved their claims processing center. Please be advised that all claims should be sent to their new address at:

EBS-RMSCO Claims Dept. PO Box 6509 Syracuse, NY 13217



#### Reminder:

Reminder to all employees that are enrolled in the Robert-James Sales High Deductible Healthcare Plan. Please remember to use your wellness cards by December 31st!

As the Columnist and Editor of the PIPELINE,
I welcome any input you may have with regards to
current events, suggestions and resources to share with other branches.
For those who contributed material,
thank you for making the newsletter more enjoyable.
Thank you.

Amanda Stelmach & Tammy Tout



