

# 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.

## Issue 47 *North Carolina Edition*



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.



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!!!



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."



Above: Lon Riznik



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 Smithfield April 2013.



## News...



Donna Homan & Joe McMahon

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.



## Baby News!

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



Meadow Rayne Ayers



Drew and Kamryn Dalton

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.



Here is an unsolicited 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

#### Buffalo

James Mure                      Warehouse                      08/05/2013

#### Chicago

Steven VanHorn                Outside Sales                07/08/2013

#### Cleveland

Richard Bowers                Outside Sales                09/09/2013

#### Minneapolis

John Berg                        Warehouse                      07/25/2013

#### New Jersey

William Daniels                Inside Sales                07/08/2013

#### Utah

William Byrd                    Outside Sales                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

Gerard Mazurkiewicz

Robert Glidden, III

**Anniversaries**

**39 Years**

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

**16 Years**

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

**10 Years**

James Bettisworth Chicago 08/25/2003

**(continued)**

**9 Years**

Joseph Olszewski Cleveland 07/19/2004

**8 Years**

Roger Dillie Cleveland 09/06/2005

**7 Years**

Michael Wawrzyczek Corporate 07/17/2006

Tracy Besch Buffalo 08/09/2006

Kenneth Krygier Buffalo 09/11/2006

Tony Barbuscio Cleveland 07/10/2006

**6 Years**

Richard Carlson Minneapolis 09/04/2007

**5 Years**

Amanda Stelmach Corporate 07/14/2008

William Lehsten Buffalo 08/18/2008

Joanne Wargula Buffalo 09/29/2008

Timothy Smith Indianapolis 07/14/2008

**4 Years**

Sandy Widmer Buffalo 09/14/2009

Christopher Nichols Cleveland 09/08/2009

**3 Years**

Russell Wujek Buffalo 09/23/2010

**2 Years**

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

**1 Years**

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*