

ISI Insider



Owner's Corner

The Power of Two Simple Words

One of the best parts of my job is getting to read what clients say about the ISI staff members who handle their projects.

I heard just the other day from a client about Adam Post, an ISI installer, and his project team. She wrote, "Adam said goodbye this morning and thanked me!

Not sure why he thanked me! He and the guys were great and the area looks amazing!"

At one time, **Thank You** was heard quite often. The words express gratitude for another person's thoughtfulness, generosity, kind words or assistance. They're simple words but they have the power to promote respect, build bridges, cement relationships and change the course of careers and even lives.

May it never be said that the practice of saying **Thank You** became extinct during ISI's watch. Each of us should appreciate what we have, especially here at ISI, and we should make others aware of that appreciation every day. Each person in every client and vendor organization we work with should know that we value their relationships with us and with ISI. They should know it because they hear us unflinchingly say **Thank You**. With my thanks for all *you* do, I wish you good health and much success in 2013!

Welcoming Lance Seaton

ISI is pleased to welcome Lance Seaton to the ISI Sales Team. Lance began his ISI career in mid-December, amidst the holiday rush and right on the heels of our move to Itasca.

Lance has more than 15 years of experience supporting large corporate accounts. Prior to joining ISI, he worked at a local relocation firm and he has established business relationships with staff members at one of our client dealerships.

Known for great organizational skills and customer service, Lance is a great asset to our Sales Team. He has already gotten familiar with many of our clients and their job sites and has been making the rounds with Sales Team colleagues to meet as many people as possible.

Lance and his wife, Flora, live in Chicago and enjoy many of the activities the city has to offer. We look forward to his contributions to ISI's future.



Midwest Honors Duncan and Stuba As Outstanding Business Partners

ISI has a longstanding relationship with Midwest Office Interiors, a Chicagoland All-steel dealership based in Woodridge, Illinois.

Foremen John Duncan and Norm Stuba have supervised the majority of our Midwest jobs in recent years. The staff members at



Eddie Logan was in town right before Christmas to visit his dear friends Bud and Shirley and get a look at ISI's new headquarters. Everyone said how nice it was to see him and hear his voice in the office. Ed was happy to see everyone and was quite impressed with the new facility. "This is really terrific," Ed commented. We still miss you, Ed, but we're glad to hear you're enjoying retirement.



ISI's Midwest account manager, Tom Robbins, joined the celebration as John Duncan (left) and Norm Stuba each received the 2012 Outstanding Business Partner award from Joe Gollwitzer, Midwest's president.

Midwest have come to appreciate John's and Norm's easygoing, dependable natures and vast product knowledge. Their appreciation took the

form of dual awards for 2012 Outstanding Business Partner, which were presented during a beautiful pre-Christmas luncheon held at the Midwest office.

"They can handle any situation that arises and always make us look good by their professionalism," said Midwest's founder and president, Joe Gollwitzer. "That's why we would like to show our appreciation by presenting each of them with this award."

NEW WAREHOUSE DELIVERY CONTACT

Dealer clients: **Al Chiodo** is now the contact for deliveries to the ISI warehouse. Please notify all manufacturers that need to be aware of this change. **Al's phone is (847)873-3234.**

CAREER MILESTONES

We wish to recognize the accomplishments and contributions of the ISI staff members with employment anniversaries in December:

Years of Service

Ed Pulido 20
Tony Panici 5

ISI'S 2013 CALENDAR

The 2013 calendar, a keepsake edition featuring ISI's 40th Anniversary, is already in its second printing. If you did not receive a copy and would like one, contact Karen Power (karenp@isi-install.com) or Kelli Conway (kellie@isi-install.com). And don't delay. Supplies are limited!

HOLIDAY PARTY IS A HIT



Special thanks to party organizers (above from left) Donna Moy, Mark Sprezel and Karen Power. Chad Miller, shown below with Matt Sprezel, was the big raffle winner. Chad went home with a 42" plasma HD TV. Staff members: Look for an email with a link to view party photos online.



1310 Hamilton Parkway, Itasca IL 60143
Main phone 630 250 7061

ISI-Companies.com

Proven ♦ Progressive ♦ Professional

KUDOS

Thanks to every member of The ISI Companies for consistently providing great client service.

From: Sales Manager, Window Treatment Dealer
Installers: Javier Saucedo (foreman), Al Kass

"I just got a call from the general contractor's superintendent on our project. He reported that the installers did a very fine job with both the installation and the cleanup. He appreciated it. Thanks for the good work!"

From: Operations Manager, Window Treatment Dealer

Installer: Javier Saucedo

"Thank you! Javier is great and the work looked awesome!"

From: Sr. Project Manager, Dealer

Installers: Ed Kalupski (foreman), Ro Fierro, Omar Garduno, Jack Halter, Debbie Hermann-Neal, Charlie Howe, Tom Hum, Xavier Jimenez, Nick Klem, Kevin Palka, Tony Panici, Kevin Reynolds, Rich Sgrignoli, Craig Swiecki, Norm Stuba, Phillip Taylor, Mike Troesch, Mark Wakitsch, Rick Ziarko

"You guys are doing a great job. Our client is thrilled."

From: Market Operations Manager, Dealer

Installers: Jim Sgrignoli (foreman), Dave Banialis, John Biskup, Kevin Burgard, Willie Gildart, Fred Howard, Tom Hum, Jesse Lopez, Chad Miller, John Miniuk, Mike Palka, Tony Panici, Bruce Paterson, Matt Wagner

"Just wanted you to know how awesome Jimmy is! He found a solution to the gap issue and the customer was very pleased with the outcome. He is truly the best when it comes to our walls; very creative and knowledgeable of what can really be done with the product. It's a pleasure working with him."

From: Account Manager, Dealer

Installers: Brian Peyton (foreman), Brian DePatie, Kurt Neubauer

"I meant to send this to you last week. Thank you so much for accommodating on short notice and creating another satisfied customer! (See below.)"

The dealer's corporate client wrote: "Thanks! Brian was wonderful. All of the necessary temp moves have been made and we are good to start construction/demo in the morning."

From: VP, Connecticut Dealer

Installer: Andy Byrdak, Travis DeRossett, Juan Escamilla, Willie Gildart, Fred Howard, Tom Hum, Marty Minogue, Jim Oesterle, Don Palka, Tony Panici, Adam Post, Joe Schmutz, Bob Sexton, Jim Sgrignoli, Joe Skubak, Norm Stuba, Ted Vander-snick, Jim Van Hoveln, Angel Vizcarra, Mark Wakitsch, Al Ziarko, Rick Ziarko (multiple jobs, multiple foremen)

"On a side note, we have been doing some more work around the country for the same client your teams have installed in Chicago. I have to tell you: no one compares to you guys!"

From: Sr. Account Executive, Dealer

Installers: Wade Hollins (foreman), Nick Klem
Sales: Dave Shea

"Installation Specialists Inc., over the many years, has never failed to assist me in the many endeavors of "please", "thank you" requests. This was a donation of time and efforts to make it work in a short period of time. The entire organization was so pleased, the foundation of investors, the teachers, principal, maintenance staff could not believe that this experimental demo classroom was implemented and completed in 10 working days.

The team that you sent to the school this week to



Wally Meyer and Sharon McDonough were among the many members of the IC team who enjoyed the Employee Holiday Party.

The Construction Scene

The Interior Construction field crew is keeping up with the pace on the Fort Sheridan project. The job is on track for both budget and schedule. With Phase 2 nearing completion, the team will be starting work on Phase 3 in the next two to three weeks.

Several small interior jobs have completed, including work for Itasca Construction, a local transport company (where an Installation Specialists team performed the furniture installation), and corporate bank offices.

We will soon be ramping up to do framing, drywall and acoustical ceilings for partial renovations of a retail space, a building lobby and a bank branch.

Thanks to all of our client general contractor firms for choosing ISI Interior Construction.

ISI Employee Holiday Party Is a Hit

Given the number of messages Matt has received and the kind words they contain, ISI's pre-Christmas Holiday Party was a terrific success. Using our new warehouse/office facility as the party venue made the event all the more special.

People deserving of special thanks for their outstanding contributions to the planning and preparation are Karen Power, Donna Moy, Mark Sprezel, Kelli Conway and Jim Sheridan. Thanks as well to Erik Wyman, Al Herrmann and many others who conducted facility tours.

unload and install classroom furniture for 70 students did an outstanding job. Nick Klem and Wade Hollins were polite, generous in helping where needed and most of all professional and really nice guys. I appreciate everything, Dave, and I wanted you to know this."

From: Facilities Planner, Healthcare Facility

Installers: Jamie Beres (foreman), Dave Banialis, Dave Baumann, Tim Beale, Mike Burke,

Andy Byrdak, Jim Devries, Joe Failla, Tim Filafusi, Rick Fisher, Matt Gaffney, Juan Gallegos, Albert Garcia, Willie Gildart, Jack Halter, Debbie Hermann-Neal, Wade Hollins, Fred Howard, Tom Hum, Tony Jansto, Jessie Lopez, Marlon Lopez, Mike Lopez, Andy McCarthy, Frank Merenda, Tom Miglieri, Gil Millan, Marty Minogue, Kurt Neubauer, Tom Noonan, Wayne Obenauf, John Ohse, Dave Oudin, Don Palka, Tony Panici, Bruce Paterson, Brian Peyton, Dan Rogers, Joe Schmutz, Mike Schmutz, Craig Swiecki, Jim Van Hoveln, Chuck Weis, Laura Yozze

"I have great regard for your entire team. All of them have really excelled. Jamie and I have a mutual trust for each other which has been a good foundation. I have had zero complaints or concerns in regards to ISI's performance. It has been a very positive experience. I especially appreciate the team's willingness to accommodate our ever-changing schedule. It can be exhausting! Your choice to have Jamie be our lead was a great one. He is organized, efficient and pleasant to work with and very attentive to whatever I may ask of him."

From: Account Manager, Dealer

Installer: Rob Luckett (foreman)

"I want to send you a huge Thank You for managing this extremely important customer these past couple of months. (I couldn't be on site as often for this project due to ailing parents I needed to attend to.) Your dedication to this account and your expertise leading your team (on this very difficult project) was outstanding and very much appreciated. We are looking forward to another successful year with your ISI team. I can't thank you enough for everything you do to keep the customer happy. Thanks to everyone at ISI. Happy 2013 to all.



Above from left: Laura Yozze, Debbie Hermann-Neal. Below from left: Gary Wyman, John Sprezel, Rick Fisher.



The Stumper

How many proposals did the ISI Team submit in 2012?

\$25 to first person who submits correct answer. Submit by 1/18/2013 to kelli@isi-install.com. Please put "January Stumper" in the subject line.

December winner: Ann Marie Balderas, Desks (Chicago dealer). December answer: People in The Philippines attend church for 9 days prior to Christmas. It started in 1587, when the crowds at Mass on the days before Christmas were overflowing from the church. The prior of the San Agustin Acolman Convent, on the island of Luzon, asked the Pope's permission to hold the services outdoors. The request was granted and Simbang Gabi became a Filipino spiritual tradition of Mass on each of the nine days before Christmas.

Our thanks to Myra Valencia for providing the December Stumper.

ISI Insider



A Fresh Face for ISI on the Internet

By the end of this month, ISI's new website will be publicly available. This fresh approach to presenting ISI on the Web is the first of many communications initiatives you'll see us pursuing in 2013. We'll exercise the new site to showcase our people, our technology advances and our accomplishments in the field and the warehouse. We'll use it for orientation and education, for dialogs with followers and for sharing ISI news and information into LinkedIn, Facebook and other social media sites. This website is and will always be a work in progress, as we use it to communicate the dynamic ISI brand. We hope you'll explore, enjoy and give us your suggestions. Please send your thoughts to kellie@isi-install.com.



Above: The new gateway to ISI and ISI Interior Construction.

ISI's Multipurpose Meeting Facility Is Available for Use

Mockup displays, lunch-and-learns and team training are some of the many great uses for the 1,000 sq ft multipurpose meeting facility (MMF) at our Itasca headquarters, just a short drive from O'Hare International. The MMF includes an adjacent lunch room which can be dedicated, with privacy, to the user's event. [See photos, page 2.]

The meeting room is equipped with Wi-Fi and training tables and chairs which can be rearranged or removed to accommodate the given event.

We encourage dealers, manufacturers and other industry groups to take advantage of this venue with no charge and no obligation to ISI.

To arrange use of the MMF, please contact Karen Power (karenp@isi-install.com) or Kelli Conway (kellie@isi-install.com). Call (630)250-7061. Karen is at ext. 15. Kelli is at ext. 21.

TO OUR CLIENT DEALERS:

A reminder that **Al Chiodo (847-873-3234)** is now the contact for product deliveries to the ISI warehouse. Please notify manufacturers that need to be aware of this change.

Also, please notify freight carriers that product deliveries to our warehouse must be scheduled online. Our new website will display a "Schedule Product Receiving" button at the bottom of every page.

Staff Services

- ▶ Staff Email
- ▶ Internal Programs
- ▶ Holiday Schedule
- ▶ ISI Staff Directory

Commercial Furniture Installation

Architectural Wall Installation

Warehouse-based Services

Above and below: You'll find links to aid our staff and clients alike in the footer of every page on the new ISI website. Every footer displays a button (see below) to begin making a warehouse delivery appointment.

Above right: The new home page for Installation Specialists, Inc.

For Clients and Their Carriers

We use an online system for scheduling product deliveries to the ISI warehouse. To make an appointment, click the button below.

Schedule Product Receiving

Client Services

- ▶ Client Login
- ▶ Schedule Product Receiving
- ▶ Map & Directions to ISI
- ▶ ISI Staff Directory
- ▶ ISI Holiday Schedule

SAVE THE DATE MAY 16 TO CELEBRATE ISI'S 40TH ANNIVERSARY

We hope that our clients, vendors, staff and friends will join us on Thursday, May 16, for ISI's 40th

ISI's 40th¹⁶ Anniversary Open House 4:30-8:00

Anniversary Open House at our facility in Itasca. More details to follow. Please mark your calendars!

CAREER MILESTONES

We wish to recognize the accomplishments and contributions of the ISI staff members with employment anniversaries in January:

	Years of Service
Al Ziarko	29
Rich Green	24
Jim DeVries	23
Jeff Grau	18
Ed Wittke	18
Mike Schmutz	10
John Miniuk	5
Jim Van Hovel	5
Mike Burke	5

IN THE ISI FAMILY

Congratulations to Renee and Dan O'Keefe on the birth of their first child, Liam Richard O'Keefe, on 1/11 at 7:50 am. Liam was 20", 7 lbs 8 oz.

Congratulations as well to Julie and Frank Merenda. Gianna Graziella Merenda was born 1/29 at 9:52 pm. "GG" was 20.5", 8 lbs 6 oz. We hear her brother, Frankie, is pretty excited about having a sister.

We want to express our condolences to the Wagner family on the loss of Craig Wagner's mother, Margaret "Peggy" Wagner. We pray that they are able to find some comfort in their beautiful memories of her.

1310 Hamilton Parkway, Itasca IL 60143
Main phone 630 250 7061
ISI-Companies.com

KUDOS

Thanks to every member of The ISI Companies for consistently providing great client service.

From: Sales Representative, Manufacturer
Installer: Ron Abernathy (foreman)

"Our client/owner was very pleased with the accommodating and nice work you do. The professionalism cannot be emphasized enough. They are very impressed."

From: Executive Assistant, Corporate Client
Installers: Mike Burke (foreman), Tom Noonan

"Everything looks amazing, and the gentlemen were so nice! Thank you so much for the quality work, getting it all here and installed."

From: Account Manager, NY Dealer
Installers: Andy McCarthy (foreman), Jeff Beres, Dave Strom, Laura Yozze

"Thanks. As I've said, ISI is by far THE best we work with across the US." [See forwarded email.]

Forwarded email from the account manager's client, a director of real estate: "Tonight your team, led by Andy McCarthy, completed installing our 1st of 2 shipments of furniture including 24 workstations. I just wanted you to know what a pleasure it was to have a team here that was highly organized, extremely competent, knowledgeable of the system and well led. This doesn't happen as often as it should. So will you please let Andy and his team know how much we appreciated the professionalism they all displayed during this installation. It was a lesson in how to do it well and very much appreciated by us here. Thanks again."

From: Salesperson, Dealer
Installers: Denny Gibson (foreman), Gil Millan
"Thanks for a great job on the Houston install."

From: Sr. Account Manager, California Dealer
Installers: Ken Maschek (foreman), Tom Allen, John Biskup, Mike Burke, Talarisha Brunson, Mike Delio, Brian DePatie, Travis DeRossett, Juan Escamilla, Matt Gaffney, Albert Garcia, Gary Gocal, Rich Green, Jason Hawn, Debbie Hermann-Neal, Fred Howard, Xavier Jimenez, Ed Kalupski, Terence Kohout, Kurt Logan, Mike Lopez, Jim Mack, Romulo Milan, Chad Miller, Rob Manley, Kurt Neubauer, John Ohse, Don Palka, John Palka, Mike Palka, Tony Panici, Juan Saucedo, Eric Strom, Norm Stuba, Phillip Taylor, Ted Vandersnick, Jason Van Schaik, Chuck Weis, Kevin Wyman, Laura Yozze, Rick Ziarko

"See the note below. Again, can't thank you guys enough for your hard work and professionalism."

Forwarded email: "BTW, I wanted to let you know that Ken from ISI has been fabulous to work with. Even the other contractors are pleased with his team's work."

From: Account Manager, California Dealer
Installer: Frank Merenda (foreman)
PC: Michelle Koller
Sales: Mark Sprenzel

"Just wanted to let you all know I received an email today from the end user in the Central Region and she said 'Frank did a great job.' They were happy that the suite was left in such good condition."

The division project manager in the CA office also wrote: "We received very positive feedback from the site regarding Frank Merenda. I spoke with Frank last night and was likewise impressed with his situational awareness and professionalism. Thanks again!"

From: Account Manager, New York City Dealer
Installers: Ed Kalupski (foreman), Jim Mack ▶

The Construction Scene

ISI Interior Construction started the first quarter with a good amount of business. Ryan Consulting awarded a contract for renovations to the vestibule and restrooms of a small historic building. We look forward to forging a great business relationship through this first opportunity to work with the Ryan Consulting team. Another new client has hired our painting crew for their offices on Riverside Drive. Our friends at St. Thomas Church experienced some water damage from roof leaks; they have asked our team to perform the wall repairs.

Several other IC projects for various general contractors are underway. Our framers, drywallers, painters and ceiling installers are working at a fast pace to meet required completion dates. All the projects are going well and proceeding on schedule.

Our Fort Sheridan project is in its final phase. The general contractor/architect is pleased with the progress being made by ISI Interior Construction and the other subcontractors.

Please continue to send all bid documents to Sharon McDonough. Sharon's email is smcdonough@isi-construction.com. Thank you for your business.

March 15 Is Deadline for OFDA Scholarship Applications

ISI's membership in OFDA makes immediate relatives of ISI employees eligible to apply for an OFDA college scholarship. March 15, 2013 is the deadline for submitting applications for fall scholarship money. Four-year, two-year and one-year scholarships are available.

Applicants must have an academic record sufficient to be accepted by an accredited college, junior college or technical institute. Students already in college or graduate school are also eligible to apply. Previous scholarship winners are not eligible.

For more details and an application, visit www.ofdanet.org/OFDA-Scholarship-Program.

ISI's Multipurpose Meeting Facility, Itasca, IL



Above: 1,000 sq ft meeting room adapts well to a variety of events.

Right: Adjacent lunch room is a handy spot for refreshments and informal conversation.



ISI Supports Chicago Public Schools Teacher Aid Program

ISI installers Albert Garcia, Albert Gutierrez and Ed Kalupski (serving as foreman) recently built task chairs under a program called A Day Made Better, which is run by OfficeMax® and AdoptAClassroom.org to end the need for teacher-funded classrooms. ISI donated the labor for the chair assembly effort.

The chairs were part of a \$100,000 total donation in classroom supplies presented by OfficeMax and its program partners on January 31 at a South Side elementary school.

"Thank you for donating the labor for assembly of the chairs. The event was this morning and all the teachers were extremely excited about their gifts and for being recognized," said Kevin Beardsley on behalf of OfficeMax in a January 31 email to Matt Sprenzel. OfficeMax is based in Chicagoland.

"Thank you again for going above and beyond with our client's mock up. I can't tell you how much I enjoy working with ISI. Thanks again!"

From: Sr. Account Manager, California Dealer
Installers: Paul Gaddis (foreman), Wayne Obenauf
PC: Michelle Koller
Sales: Dave Shea

"From the quote to the install, you are one of the best companies I have ever worked with. I have been in the business for 30 years, so that is saying a lot. Thanks!"

Job Openings at ISI

Touch-Up Professional. Candidates must be experienced and highly detailed. Knowledge of furniture installation as well is preferred. Most work will be at client sites. Contact: Al Herrmann, (847)514-9946.

Accounting Assistant. This full-time position will assist with accounting and payroll operations. Duties include processing labor hours, invoicing, A/P and A/R. Contact: John Sprenzel, johns@isi-install.com, (630)250-7061.

The Stumper

How many years has our longest-running account been an ISI client?

\$25 to first person who submits correct answer.
Submit by 2/15/2013 to kellie@isi-install.com.
Please put "February Stumper" in the subject line.

January winner: Emily Baumann (Henricksen).
January answer: ISI submitted 10,047 proposals in 2012.