

ISI Insider



Owner's Corner

Over the past 36 years, ISI team members have applied their expertise to contribute to the growth and success of Chicagoland businesses, professional firms, schools, government agencies, healthcare providers and non-profit organizations. In the course of these efforts, ISI has consistently met and exceeded our clients' expectations and thereby built a reputation for providing quality service.

To honor those many years of fruitful business relationships, to avoid complacency, and to help focus our individual and collective efforts during these challenging economic times, ISI management believes that now is an appropriate time to express in writing what we see as being ISI's core values and direction and to recommit ourselves to our customers.

In doing so, we thought it was important to invite the staff to offer their thoughts on ISI's greatest attributes and how they would like ISI to be perceived by current and prospective clients, vendors, and employees. The responses, summarized below, carry a very positive message:

- Team dedication to a high level of service and quick responses to work requests
- Talented field installers capable of creative solutions
- Strive to meet customer's expectations while being sensitive to the work environment
- Respect, loyalty, reliability and consistency

The following **Vision Statement** reflects many of the ideas that were presented and stresses the importance of our customers and employees.

ISI realizes that the value of each and every client interaction is important to the company's future. Therefore, we will apply product knowledge, training, high-quality workmanship, best practices, well coordinated teamwork and exceptional responsiveness to meet and exceed each client's expectations and thereby seek to secure the client's trust, respect and loyalty.

Through the dedication of our employees, consistently high levels of performance, and innovative uses of technology to enhance productivity and efficiency, we will expand our national recognition as Chicagoland's premier provider of furniture installation and construction services for commercial, institutional and government interiors.

Reflecting ISI's market leadership in the Chicago area, we will place a high priority on making ISI a company where qualified individuals can build rewarding careers, achieve financial growth, and enjoy a desirable balance between their personal and professional lives. We will recognize each employee's contribution to the success of ISI and our clients.

An Active Summer for Golf

ISI has been actively involved in the Chicagoland business golf scene this summer.

It started July 29th with our participation in this year's Builders Foundation Golf Outing at Makray Memorial Golf Club, in Barrington, IL. Sponsored annually since 2003 by the Builders Association, the Golf Outing has enabled the Builders Foundation to award over \$80,000 to 23 scholarship recipients, a number of whom have gone on to play roles in the area's construction industry. ISI, a member of the Builders Association, was proud to be a Hole Sponsor for this year's Golf Outing, which raised close to \$20,000 for the scholarship fund.



Next up was the annual Golf Outing of the Chicago Chapter of NAIOP, whose over 450 members are the voice of commercial real estate development in our area. The networking event was held August 17th at Cantigny Golf Course, in Wheaton, where ISI was represented by Dave Shea and Kelli Conway.

Finally, ISI hosted an outing on August 25th for executives and staff members of one of Chicagoland's top marketing agencies and a number of this high-profile client's industry partners. White Pines Golf Course, in Bensenville, was a fine venue for the day's golfers to share stories, discuss lessons learned, and continue to grow this 18-year business relationship.

KUDOS

Congratulations to everyone cited below and thanks to every member of The ISI Companies for consistently providing great client service.

From: Dealer Sales Representative
Lead: Jim Oesterle
Crew: John Biskup, Paul Gaddis, Jason Jones, Gary Wyman, Travis DeRossett

"I saw the client today and she is thrilled with their new space. She made a point to say how happy she was that ISI installed the furniture and that she "loves ISI." She had also worked with your crews in the past, while in a previous job. Thank you again for a job well done and for making my team look great."

From: Dealer Managing Principal

"I am writing to say 'thank you' for all of your support to our efforts. ISI is an excellent firm and you help us enhance the lives of our clients with your superior services."

From: Dealer Sales Representative
Sales: Dave Shea
Lead: Al Ziarko
Crew: Fernando Colunga, Sam Hinkle, Fred Howard, Tom Hum, Jason Jones, Marlon Lopez, John Miniuk, Oscar Ortiz, John Palka, Mike Palka, Brian Peyton, Jeff Peyton, Adam Post, Joe Schmutz, Dennis Sexton, Joey Skubak, Jim Vanholven, Ed Wittke, Rick Ziarko

"ISI is the most amazing demountable installation team I have ever seen!" [Editor's Note: The client dealer also expressed appreciation by providing a lunch for the team.]

From: Dealer Sales Representative
Installer: Tim Beale

"The installer, Tim Beale, who installed the gaskets for my healthcare client did a wonderful

Continued on page 2

SPECIAL REMINDER

Say "Thank You" to co-workers and to our clients who provide the work that keeps ISI in business.



800 Morse Avenue, Elk Grove Village IL 60007
 Main phone 847 956 7060
ISI-Companies.com

**CONTRACT FURNITURE INSTALLATION
 RECONFIGURATION ● WAREHOUSING
 ARCHITECTURAL WALL INSTALLATION
 REFURBISHING ● FACILITY SERVICES
 COMMERCIAL RELOCATION**

MORE KUDOS

job. I went by today and it really looks great. Just wanted to say thanks!"

From: Dealer Manager
Lead: Fred Howard
Crew: Andy Byrdak, John Duncan, Rich Florczak, Jeff Peyton, Norm Stuba
Scheduler: Erik Wyman

"Until 4 weeks ago, the move date for our office had not been set in stone. Then, we were told we would be sitting in the new office on August 14th; so, for the last 4 weeks it has been my personal mission to meet this goal.

"I could not have pulled off my end of this enormous undertaking without the help of a lot of wonderful, caring and hardworking individuals. Asking people to go 'above and beyond' their normal responsibilities had become almost second nature to me. 'No', 'not possible', 'not going to happen' were not options. From extra early mornings and late evenings, pushing for specs from already busy people, asking for and getting ship dates that normally just don't happen and always getting the installation date I wanted to stay on track with the schedule. ISI sent extra trucks and men at a moment's notice when problems arose. Everyone gave 110%, pulled together and here we are — 4 weeks and 423 crates later — Mission Accomplished! I cannot begin to thank everyone enough."

From: Dealer Sales Representative
Lead: Gary Gocal
Crew: Ron Fisher, Robert Howard, Dave Selep, Eric Strom

"I just received a kind note from our client informing me how very pleased and impressed they were with ISI's installation team and the work they did on this project. Please be sure to pass this onto the installers. Thank you."

From: Healthcare Manufacturer, Sales Rep and Project Manager

"As everyone is aware, we must use an MBE installer at this hospital client and each of their facilities. At one time, ISI did all of the work for us, but MBE requirements had impacted this relationship. Well, effective immediately, we will once again be using ISI's services as a result of their joint venture with MBE firm GCI. We are all

CAUTION: PHOTO RADAR!

This is a precautionary reminder that as of July 1 the State of Illinois is using photo radar to enforce speed laws in freeway work zones.

Speeders caught by these devices will be mailed a \$375 ticket for the first offense. The second offense will cost \$1000 and comes with a 90-day suspension.

Drivers will also receive demerit points against their license, which are grounds for insurance rate increases.

This is the harshest penalty structure ever set for a governmental unit involving photo speed enforcement. Photos of both the driver's face and license plate are taken.

The Construction Scene

ISI Interior Construction is proud to announce the award of a contract to do the 4th floor renovation of the Veterans Affairs Nursing Building at Great Lakes Naval Base, in Waukegan. It will be our first time working with Blue Yonder Inc., one of the general contractors on this project. We are also building another Auto Zone site, this time for Dancor Construction, a new ISI client. We look forward to developing a strong business relationship with each of these companies as the projects progress.

Our work continues on both the Jewel Food Store location in Wheaton, with Oakwood Contractors, and the Estudio Zara Clothing Store, in Chicago, with general contractor Englewood Construction.

STILL MORE KUDOS

appreciative to have Matt Sprezel and Debbie Postma return to this healthcare account."

From: Corporate Client
Installer: Dave Oudin

"Dave was always easygoing and able to accommodate what was needed. I know that some of the people had a lot of requests, but every one of them expressed what a wonderful job Dave has done. He will be requested back time and again, for all future projects."

From: Dealer Sales Representative
Installer: Matt Gaffney

"I want to acknowledge Matt Gaffney and the fabulous job he did yesterday on the SGL. He was extremely polite, professional and accommodating. He completed the job in a timely manner and followed up with me at the end of the day."

From: Corporate Client
Installers: Don Decero, Craig Wagner

"I just wanted to let you know that Don Decero and Craig Wagner have been a great tag team for us. I have been out of town, and during this recent build out they have protected and looked out for our company's best interests. It is nice to know that I can relax and not worry about the work that is being done at our headquarters when I can't be present to supervise.

"Don and Craig always have a smile on their faces and help any way they can even if it means putting off the current job we have them working on. Yet they always manage to finish, no matter what we throw at them. Our employees know them by name and if they catch them walking on the floors, our employees will reach out to them for help at their cubicles, to fix "whatever."

"Now you know why I always ask for Don for any complicated jobs as I don't have to explain the process or the required tasks."

From: Dealer Sales Assistant
Installer: Paul Gottas

"I just received a great call from the Senior Buyer for our corporate customer. He wanted me to personally thank Paul Gottas on the "outstanding job" he did on our installation today. He said the whole office was very pleased with Paul."



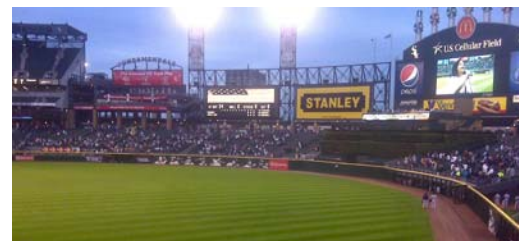
We completed the job for Nichols Construction at 1 North Franklin, Chicago. It was a successful project and all parties are very pleased with ISI's performance.

The Sox Night Event we hosted on August 7th was a big hit! Despite the bad weather and the loss to the Cleveland Indians, we had a terrific turnout willing to cheer for the South Side Chicago team. Wally Meyer, Sharon McDonough, Mark McGuinness, Joe Fingers and Robert Davis enjoyed the opportunity to meet in person some of the people they work closely with by phone. It was also fun to spend time socially with such supportive clients. Our thanks to Cornerstone Construction, E. Anthony Construction, EVS Construction, McShane Construction, and Windy City Building Materials for sharing the evening.



◀ Wally Meyer, Joe Fingers and Sharon McDonough, ISI Interior Construction.

◀ Leslie DeGrazia and Shane McElree, Windy City Building Materials.



THE STUMPER

The Hull House was opened in Chicago under the direction of what two individuals?

Last month's answer: Pabst Blue Ribbon beer

No winner last month.

Email your answer to kconway@isi-install.com.

Answers must be received no later than Friday, September 11. First person to submit correct answer receives \$25.00.