

# ISI Insider



## Millwork Expertise Extends Far Beyond Cabinetry

ISI's field staff is widely thought to be in a class of their own when it comes to installing panel systems, wood furniture lines, architectural wall systems, and window shades. Given the nature of the materials involved, projects performed by our Millwork Division often do a particularly good job of showcasing ISI workmanship. Consistent demonstration of millwork expertise has led to more complex installations as well as substantial growth in this area of the business.

In a healthcare corporation headquarters, for example, an ISI millwork team installed a corporate logo wall that was approximately nine feet wide and more than two stories tall. The wall was composed of raised painted wood blocks that came in sections varying in size up to 4 feet by 8 feet. Setting these sections into the opening created by the removal of existing wood panels was a lengthy process and required the use of scaffolding and lifts. The install became more challenging as the team worked to level and secure the sections at the higher elevations. As part of the same project, the ISI team installed wood slats designed to go over some new product display walls, adhering to precise layout specifications required for image and lighting alignments.

Another ISI millwork team installed a high-end reception/security station at a private university. The station was delivered to site in about 40 pieces, including the curved crown molding, trim and column wraps. Our team installed all elements of the station except for the tile fascia below the transaction counter. "We were very impressed with how meticulous they were with every detail," the Security Manager said.

Sometimes how the job gets done is as distinctive as the trade craft that goes into it. One project called for making approximately 100 custom cuts for power drops in table tops at a site where construction was in full swing. Our foreman turned an ISI trailer into a shop where the cuts could be accomplished, thereby minimizing the client's product handling costs.



## 2016 in Review

Following are some highlights of *ISI Insider* stories published in 2016.

**January** – ISI once again proves its versatility when a specialty team is requested to install steel-framed fabric domes to protect recycled scrap materials from the elements.

**February** – The ISI Family pays respects to ISI founder Bud Sprezel. The first Foreman Meeting of 2016 draws more than 60 installers.

**March** – ISI foremen meet with our industrial health and safety consultants, gaining knowledge for maintaining safe job sites and managing accident and injury situations. Our apprentice mentoring program gets underway.

*Continued on Page 2*

## KUDOS

*Thank you to everyone at ISI for your professionalism and consistent efforts to make each project a success. We appreciate that our clients have taken the time to recognize the hard work of those mentioned below.*

**From:** Project Supervisor, Electrical Firm  
**Installers:** Fred Howard (foreman), Bob Cullen, Nick Klem, Mike Palka, Jeff Strliko, Craig Swiecki

"It's been a while since your guys finished the previous project but I wanted to compliment ISI for a job well done. As the electrician, I had the privilege of working closely with Fred and his crew during the complete install and I couldn't have been more impressed. The level of craftsmanship and profession-

*Continued on Page 2*

## CAREER MILESTONES

We wish to recognize the accomplishments of the ISI staff members with employment anniversaries in December 2016:

### Years of Service

Dave Selep.....	31
Ed Pulido.....	23
Tony Panici.....	8
Talarisha Brunson.....	3
Michael Guyette.....	3
Richard Stachura.....	3
Modelle Jonkins.....	2

## PLANNING AHEAD

ISI will be closed for holiday observance in 2017 on the following dates:

- Memorial Day**, Monday, May 29
- Independence Day**, Tuesday, July 4
- Labor Day**, Monday, September 4
- Thanksgiving**, Thursday, November 23
- Christmas**, Monday, December 25
- New Year's Day**, Monday, January 1

## USING OUR MULTIPURPOSE ROOM

ISI's multipurpose room is available for use by industry organizations free of charge. The space is suitable for training, professional talks, product demonstrations, and small-scale events and there are adjoining refreshment and rest room facilities. To check availability and get details, contact Kelli Conway, [kconway@isi-install.com](mailto:kconway@isi-install.com).

## CLARK STREET BRIDGE WORK

Repair work started on Clark Street Bridge. Lane closures are inevitable. If you can't avoid the bridge entirely, consult your favorite traffic advisory service for workarounds. The repairs are expected to be finished by September.

## CONNECT WITH ISI



1310 Hamilton Parkway, Itasca IL 60143  
 Phone 630-250-7061 | Fax 630-250-3571  
[ISI-Companies.com](http://ISI-Companies.com)

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## 2016 in Review Continued

ISI provides logistical support for the Chicago area's 2016 Save A Sample! program. Teknion holds a week of systems installation training in our multipurpose room.

**April** – More than 150 staff members attend the first companywide meeting of 2016. ISI attends the Spring meeting of FSN, our best-practice peer group.

**May** – ISI participates in the 2016 Chicago-area Safety Stand Down. We hold our first on-site CPR/AED training course. Eric Sprenzel joins the ISI Sales team as a project manager.

**June** – 107 members of our field team complete the OSHA 30 Construction Safety Course, collectively recording more than 3,200 hours of study and test time. The summer golf and networking season gets underway.

**July** – Our sales, project coordination, warehouse and field teams pull off an amazing feat with the installation of 5,000 new passenger seats in a commercial airline terminal at O'Hare International.

**August** – ISI field teams continue to demonstrate their problem-solving abilities. Teknion holds training for several Midwest installation teams.

**September** – A big milestone in ISI history is reached when 100 jobs are scheduled for a single day! 12 members of our warehouse and asset management teams become certified forklift operators.

**October** – ISI attends FSN's Fall 2017 meeting and introduces industry-specific safety training forms to be delivered weekly to our foremen via the ISI-developed iPhone app.

**November** – The Chicago Cubs win their first World Series title since 1908! Thanksgiving celebrations seem cheerier than ever.

**December** – The ISI Employee Holiday Party is a delightful event for the fourth year running. ISI sends 26 volunteers, including several from client dealer Office Revolution, to work at the Holiday for Hope 2016 event. ISI corporate giving actions are announced.

## January Stumper

What statue was moved 50 feet east to its present location because the original site, along with heavy traffic volume and three-street intersection, had become a frequent site of car accidents?

\$25 gift card to the first person who submits correct answer by 2/17/17 to [kelllic@isi-install.com](mailto:kelllic@isi-install.com). Please put **January Stumper** in subject line.

**Last Month:** No winner. **Answer:** As of December 15, ISI had recorded 309,000 total project hours in 2016.

## Kudos Continued

alism demonstrated by the men was pretty remarkable. You should know that your guys represented the company well."

**From:** Project Leader, Manufacturer  
**Installers:** Ken Maschek (foreman), Eric Strom, Ted Vandersnick

"The boys did amazing. It was a beast of a project!"

**From:** President, Design Firm  
**Installers:** Rich Green (foreman), Tom Antonik, Albert Garcia, Ken Kruk, Matt Schmeski, Tim Webster  
**PC:** Michelle Koller

"Thank you for handling this promptly, Michelle. I should also tell you that your installers did a fine job at the site on Monday. In particular, they went beyond the call in dealing with some confusion regarding placement of the ergonomic accessories. No one should have to move a keyboard tray three times but they did without complaint. While all of the installers were exceptionally good, the installation foreman in particular deserves credit for extremely responsive customer service. Thanks for assisting on our project."

**From:** Account Manager, Dealer  
**Foreman:** Dan O'Keeffe

"Danny stayed on today (after working all night) to straighten everything out. As always, he did a great job! Most people don't have that kind of work ethic."

**From:** Chief Estimator, Manufacturer  
**Re:** The ISI Team

"We've only used you guys a few times but everyone from my office has very positive things to say about your company. Hopefully, we will get to work together more often in the future."

**From:** Sr. Account Executive, Dealer  
**Installers:** Rich Stachura (foreman), Jesus Zanabria

"Great job! Thank you."

*Forwarded from Office Manager, Healthcare Facility:*  
"Your installation team did a wonderful job! There was minimal to no disruption to the department. They were professional, considerate and accommodating. Please tell their managers how pleased we were with the crew. Thanks again for all your help. I love the new space. Can't wait for the rest of it."

**From:** Project Design Consultant, Dealer  
**Installers:** Al Ziarko (foreman), Alejandro Barrera, Scott Cahill, Bill Crespo, Juan Cruz, Ro Fierro, Leonel Figueroa, Paul Gaddis, Albert Garcia, Gary Gocal, Juan Gomez, Jeryl Hemphill, Xavier Jimenez, Steve Markasovic, John Miniuk, Frank Pileggi, Kevin Reynolds, Bob Sexton, Paul Thoreson, Chris Vermeulen, Rick Ziarko  
**PC:** Meghan Winkler

"Exceptional attitudes, perfect work, not to mention working in a space with multiple other trades who are in your way and moving your things over and over again. Receiving multiple truckloads a day with nowhere to put the product and everyone still worked with a smile. I am so grateful for every one of you!"

"Matt, once again you pulled off a miracle for me! Al, you seriously saved me yesterday, coming by last minute for all the 'wait, one more thing...'"

*Note from the Dealer CEO:* "This is fantastic. Congratulations to the whole team. The space looks amazing. Nice job, ISI!"

*Note from the Dealer VP, Project Management:* "You have a great group of hard-working guys. We want Al Z on all of our jobs. Looking forward to working with everybody on the next phase."

**From:** Managing Director, Dealer  
**Installers:** Eric Strom (foreman), Bob Sexton

"Matt, want to thank you and your team on this project. Great to work with you!"

**From:** Executive Assistant, Corporate Client  
**Installers:** Mike Palka (foreman), Fernando Colunga, Mike Hermanson, Fred Howard, Nick Klem, Brian Peyton, Angel Vizcarra

"Mike Palka was a pleasure to work with during the installation process. Not only was he efficient and professional but also patient with all the questions I had throughout the process. We experienced some issues with the measurements taken by another party. It ended up delaying our install 2½ weeks. It was frustrating and we were not happy but having Mike and his team be so understanding and accommodating helped make the situation better. We look forward to working with you all in the future!"

**From:** Project Designer, Dealer  
**Installers:** Gary Gocal (foreman), Collin Armistead, Dave Bezak, John Biskup, Preston Blimke, Eric Buchignani, Kevin Burgard, Paul Edens, Joe Failla, Dan Faucher, Ricardo Garcia, Jeff Grau, Juan Gomez, Xavier Jimenez, Modelle Jonkins, Ed Kalupski, Terence Kohout, Brian Lunt, Ken Maschek, Jim Oesterle, Raul Rivera, Jeff Robbins, Matt Schmeski, Jim Sgrignoli, Jeff Strilko, Derek Strom, Angel Vizcarra, Mark Wakitsch, Rick Ziarko

"Couldn't have made this happen so seamlessly without you guys. I can't express my gratitude enough and also how impressed I am with the management of the project from start to finish."

**From:** Account Executive, Dealer  
**Installers:** Rob Manley (foreman), Rick Ziarko (foreman), John Duncan, Tait Erikson, Willie Gildart, George Melendez, John Miniuk, Willie Payton, Raul Rivera, Javier Saucedo, Craig Swiecki, Chris Vermeulen, Mark Wakitsch  
**PC:** Meghan Winkler

"You have one of the best outfits I've dealt with in my 24 years in this business. Thanks for being so accommodating always."

**From:** Sr. Project Manager, Manufacturer  
**Installers:** Fred Howard (foreman), Javier Angulo, Collin Armistead, Dave Banialis, Nick Klem, Steve Kosacz, John Miniuk, John Palka, Mike Palka, Thomas Riley, Joe Skubak, Mike Sprenzel, Angel Vizcarra

"At my last conference call with them, the GC and the client made special reference to your installation crew as a whole and to Fred Howard in particular. They are very pleased with the work that was done and went out of their way to praise Fred. They said Fred is extraordinarily knowledgeable, proactive, and attentive to detail. He managed the site and his crew well and made sure all details were covered, down to filling little gaps in the frames caused by floor misalignments. I met Fred twice on site. He deserves the compliments."

"Comments like these are not easy to come by in this business so I gladly pass them along when I get them. Thank you for a great job and I look forward to doing more projects with your company."

**From:** District Project Manager, Manufacturer  
**Installers:** Dave Banialis (foreman), Steve Kosacz (foreman), Collin Armistead, Jim Bard, John Biskup, Talarisha Brunson, Mike Hermanson, Fred Howard, Nick Klem, John Miniuk, Jim Oesterle, Jim Sheridan, Mike Sprenzel, Mike Tarara, Matt Wagner, Tim Webster, Al Ziarko

"The walkthrough last week with our president went well and he was very pleased with the install. Thanks for getting it done on time."



# ISI Insider



## Chicago's Biggest Hotel Project Since 1992 Makes Good Use of ISI Expertise

ISI has had furniture and millwork installers on site since February in the Marriott Marquis Chicago project. Opening August 2017, the 40-story steel and concrete skyscraper is the newest addition to the burgeoning McCormick Square entertainment and hospitality district flanking the McCormick Place convention center.

Given the diversity of products involved in furnishing the hotel's 1,205 guest rooms, ISI's scope of work offers an excellent demonstration of both installation and finish carpentry skills. A 10-man ISI team led by senior foreman Ted Vandersnick concentrates on a group of floors at a time, moving between them to install millwork, freestanding furniture, artwork, and ancillary product. Millwork specialist Dave Gonzalez is doing a masterful job overseeing the millwork details.

Close communication with the general contractor's team and other trades is crucial to keeping the project on schedule.

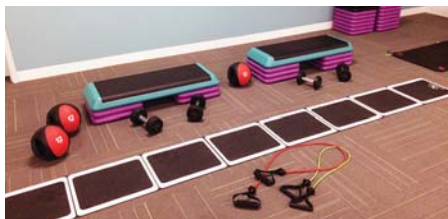
Boasting 93,000 square feet of event space including two 25,000 square-foot ballrooms, a skybridge connection to McCormick Place, views of Lake Michigan, and 1,205 guest rooms, the Marriott Marquis Chicago is the biggest new Chicago hotel to be built since 1992.



## ISI's Versatile Multipurpose Room!

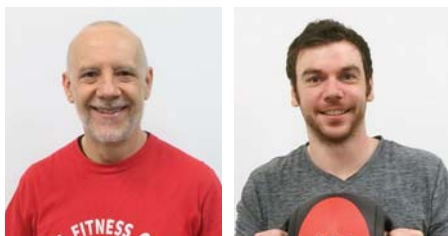
ISI Insider readers are surely aware of our easily reconfigurable room that is available free of charge for industry events. Lately, the room has started serving as the ISI fitness center.

Hearing of interest in some kind of organized exercise for the office staff, Rich Moore and Matt Sprengel—both very health-conscious guys—suggested a fitness class twice a week.



Our staff is taking full advantage of the after-hours workouts. Two gentlemen from the Itasca Park District—Eric, a fitness instructor, and Brian, a fitness coach—lead the group in routines designed to stretch and strengthen the bodies and de-stress the minds of our hard-working office folk.

The 30-minute sessions have been extremely motivating, even leading some staff members to make more time for workouts at home!



With a product list that runs into the thousands, tight coordination within the ISI Team is also vital. The artwork inventory alone numbers close to 2,500 items.

*Continued on Page 2*

## New Inventory Monitoring Program

We would like all client dealers to be aware that we have further enhanced ISI's receiving process to enable (1) immediate tracking of product received against dealer purchase orders, and (2) automated email notification to the client when the product has arrived in our warehouse.

The notifications will include a request that delivery to the job site be scheduled within a given time frame. Storage charges will be assessed and invoiced for product that remains in ISI's warehouse after a designated time.

## Remembering Jordan Stein

The ISI family lost a dear friend of many years with the passing of Jordan Stein, the former owner of S. Stein & Company. Succeeding his father, Jordan built S. Stein into a thriving dealer of new and used furniture in the Chicago area. S. Stein was a long-time ISI customer.

Matt Sprengel and Cathy Senchuk and many others from the contract furniture industry attended the funeral for Jordan in late April.

We extend our condolences to Jordan's family and friends, and especially to his wife, Beverly, and their children, Renee (Sam) Lallas, Brenda (Jeff) Sernick, and Sidney Stein.

## HOLIDAY CLOSING NOTICE

ISI will be closed Monday, May 29, in observance of Memorial Day. We remember all men and women of the US military who have died in service to the country.

## CAREER MILESTONES

We wish to recognize the accomplishments of the ISI staff members with employment anniversaries in the first quarter of 2017:

JANUARY	Years of Service
Al Ziarko .....	32
Rich Green .....	27
Jim DeVries .....	26
Jeff Grau.....	21
Mike Schmutz .....	13
Mike Burke .....	8
John Miniuk.....	8
<b>FEBRUARY</b>	
Gary Wyman .....	27
Dave Oudin .....	12
Joe Schmutz .....	8
<b>MARCH</b>	
Tom Antonik .....	35
Cathy Senchuk.....	24
Mike Troesch.....	24
Marlon Lopez .....	17
Bruce Paterson .....	7

## IN THE FAMILY

Congratulations to **Nick and Marina Klem** on the birth of their son and first child, Evan, on March 28. Evan was 7 lbs 5 oz and 19 inches at birth and is doing great.



## SAVE THE DATE: SEPTEMBER 21

THE 2017 ANNUAL COMPANY MEETING IS SCHEDULED FOR THURSDAY, SEPTEMBER 21. PLEASE MARK YOUR CALENDARS AND WATCH FOR DETAILS.



1310 Hamilton Parkway, Itasca IL 60143  
Phone 630-250-7061 | Fax 630-250-3571  
ISI-Companies.com

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## KUDOS

Thank you to everyone at ISI for your professionalism and consistent efforts to make each project a success. We appreciate that our clients have taken the time to recognize the hard work of those mentioned below.



**From:** Account Manager, Dealer  
**Foreman:** Gary Gocal

"You have been amazing to work with. Thank you for all your hard work! I hope to work with you again."

**From:** Sales Coordinator, Dealer  
**Foreman:** Kevin Burgard  
**PC:** Debbie Postma

"Kevin and Debbie really went above and beyond yesterday to help me out. I forgot to send in the purchase order for some additional work to be done. It was not looking so good to make it happen but Kevin did it! A big thank you to him! Thanks to both of them! It was greatly appreciated."

**From:** Director of Project Management, Dealer  
**Installers:** John Palka (foreman), Al Ziarko (foreman), Javier Angulo, Dave Banialis, Dave Bezak, Bob Cullen, Tait Erikson, Juan Escamilla, Rich Green, Tom Hum, Dave Kiley, Nick Klem, Paul McGrath, Tom Miglieri, Raymond Monahan, Kevin Palka, Brian Peyton, Adam Post, Thomas Riley, Dan Rogers, Javier Saucedo, Mike Schmutz, Jim Sheridan, Joe Skubak, Mike Sprentzel, Craig Swiecki, Chris Vermeulen, Mark Wakitsch, Rick Ziarko

"John, once again, your expertise, diligence and attention to detail have made this project successful. You were a hero out there! We could not have done this without you and your team. I cannot thank you enough."

**Dealer's Account Executive:** "I want to echo our PM's gratitude. I don't know how we would have done this without you. We truly appreciate your hard work and dedication and brain power! This was probably the most complicated reconfiguration I have ever been involved with. You, your gang of merry men and our PM did a remarkable job! We are very lucky to have such great people to partner with. Many thanks."

**From:** Business Development Manager, Dealer  
**Installers:** Dave Selep (foreman), Juan Escamilla, Steve Hansen, Jeryl Hemphill, Fred Howard, Greg Jamrozy, Marlon Lopez, Mike Palka, Javier Saucedo, Mike Sprentzel, Tim Webster  
**PC:** Mitzy Aviles

"Thank you for your diligence and attention to recover from the manufacturer's shipment issues. Your help in making it all happen is greatly appreciated!"

**From:** Account Executive, Dealer  
**Installers:** Derek Lorens (foreman), Ron Abernathy, Juan Gallegos, Matt Wyman, Jesus Zanabria

**PC:** Mitzy Aviles  
**Sales:** Tom Robbins

"Thanks very much, ISI Team! Your accommodations throughout are much appreciated."

Mitzy, you are incredible! Thanks so much for being one of the few action-oriented people in this whole process! I owe you."

**From:** Sr. Account Manager, Dealer  
**Installers:** Gary Gocal (foreman), Jose Alvarez, Javier Angulo, Collin Armistead, Preston Blimke, Juan Escamilla, Greg Jamrozy, Kurt Logan,



**SAVE A SAMPLE!**  
DESIGN SAMPLE RECYCLING DRIVE

ISI donated the use of a truck and driver again this year for Save A Sample!, the non-profit, nationwide recycling drive that makes it easy for designers to reduce the burden on landfills by donating materials and samples to local design students. Our driver collected and delivered over 60 cartons. The university design department recipient was extremely grateful.

**Tom Miglieri, Dave Selep, Mike Tarara**

"Looks wonderful! Thank you again for all your hard work. It's a pleasure working with ISI."

**From:** Account Executive, Dealer  
**Installers:** Rob Manley (foreman), John Duncan, Tait Erikson, Willie Gildart, Tony Jansto, George Melendez, John Miniuk, Willie Payton, Raul Rivera, Javier Saucedo, Craig Swiecki, Chris Vermeulen, Mark Wakitsch, Rick Ziarko

"Thank you to Rob. See the note below."

**General Manager, Corporate Client:** "It turned out great; just what we envisioned. Robert and team did a great job."

**From:** Sales Team Member, Dealer  
**Installers:** Norm Stuba (foreman), Eric Strom, Greg Kuczer

"Thank you, thank you, thank you! As usual, you guys hit it out of the ballpark. My island went back perfectly and am suspecting better than the original install! Norm, Eric and Greg were just great, and also assisted in moving my other furniture back. So grateful to have such stellar guys professionally and personally."

**From:** Project Manager, General Contractor  
**Installers:** Gary Gocal (foreman), Jim Sgrignoli

"Thanks again for a great project. You guys did a great job!"

**From:** Project Design Consultant, Dealer  
**Installers:** Ted Vandersnick (foreman), Tom Antonik, Kevin Burgard, Nate Cahnman, Travis DeRossett, Dan Faucher, Ro Fierro, Mike Grzych, Jack Halter, Modelle Jonkins, Nick Klem, Greg Kuczer, Jim Mack, George Melendez, Jim Oesterle, Ed Pulido, Erik Robbins, Jeff Robbins

"Ted, thank you so much for all your patience on this job! You have been wonderful to work with."

**From:** Facilities Specialist, Corporate Client  
**Installers:** Vic Lampasona (foreman), Tom Antonik, Steve Markasovic, Ed Wittke, Jesus Zanabria

"Vic is a tremendous asset and a great guy to work alongside. ISI has been fantastic to work with overall."

**From:** Account Manager, Dealer  
**Installers:** Al Ziarko (foreman), Bob Cullen, Willie Gildart, Rich Green, Matt Jankuski, Dave Kiley, Terence Kohout, Ken Kruk, Paul McGrath, John

## Marriott Marquis Chicago Continued

Kudos to Ted Vandersnick, Dave Gonzalez, and the other members of the team now on site: Dave Fiore (photo to left), Kaz Jablonski, Jeff Jacobsen, Allen Kuzas, George Melendez, Raymond Monahan, Pedro Romero, and Craig Swiecki.



The ISI sales and marketing team looks forward to seeing clients and industry associates at the 49th edition of NeoCon, June 12-14. Please join us at the Merchandise Mart as we look at the latest offerings for commercial interiors.

**NeoCon**

**Miniuk, Mike Palka, Brian Peyton, Frank Pileggi, Adam Post, Dan Rogers, Joe Skubak, Mike Sprentzel, Jeff Strliko, Eric Strom, Mike Tarara, Angel Vizcarra**

"Nice job! Thanks for all your hard work. See client's email below."

**Dealer's client:** "I must say, they did a stellar job! Thank you."

**From:** Director of Distribution, Corporate Client  
**Installers:** Joe Failla (foreman), Raul Rivera

"Can we get Joe and Raul back for the reinstall? They're awesome!"

**From:** Business Development, Dealer  
**Installers:** Jim Oesterle (foreman), Mike Grzych, Jeryl Hemphill, Jorge Quinonez, Dave Rydberg, Mike Tarara

"Thanks, Jim. You and your team did a great job!"

**From:** Account Executive, Dealer  
**Installers:** Gary Gocal (foreman), Paul Edens

"My client is beyond thrilled and incredibly complimentary of you and the ISI team. Thank you so much for making our customer happy!"

## May Stumper

What famous architect designed this signature Illinois residence?



\$25 gift card to the first person who submits correct answer by 5/17/17 to [kellie@isi-install.com](mailto:kellie@isi-install.com). Please put **May Stumper** in subject line.

**January Stumper:** Joe Lim from Henricksen.  
**Answer:** The Chicago Lincoln statue was originally placed in a traffic island at the intersection of Lincoln, Lawrence and Western Avenues. The site was later deemed to be one of the city's three most dangerous intersections, so the statue was moved about 50 feet east to its present location.