

The RetailObserver

June, 2011

AN EYE ON THE INDUSTRY SINCE 1970

Vol. 22, Issue 6

TOP DESIGNS REVEALED: 2011 NKBA DESIGN COMPETITION FRESH DESIGN STRATEGY FOR KITCHEN AND BATH SPACES

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“Just Do It” Has Become My “Do It Anyway”

My friends and family know me as often saying, ‘Just Do It’, as Nike’s famous motto says. The inspirations below take the concept deeper as to why we choose to work so hard, to do our best, no matter what the odds or the outcome of our effort may be. It reflects the true entrepreneurial spirit of Mom & Pop shop owners everywhere—the people that get up every morning and go to work, even when the going gets tough. Even Mother Teresa had eight of the original ten sayings below pinned on her wall that were written back in 1968 by Kent M. Keith.

THE PARADOXICAL COMMANDMENTS

People are illogical, unreasonable, and self-centered. *Love them anyway.*

If you do good, people will accuse you of selfish ulterior motives. *Do good anyway.*

If you are successful, you will win false friends and true enemies. *Succeed anyway.*

The good you do today will be forgotten tomorrow. *Do good anyway.*

Honesty and frankness make you vulnerable. *Be honest and frank anyway.*

The biggest men and women with the biggest ideas can be shot down by the smallest men and women with the smallest minds. *Think big anyway.*

People favor underdogs but follow only top dogs. *Fight for a few underdogs anyway.*

What you spend years building may be destroyed overnight. *Build anyway.*

People really need help but may attack you if you do help them. *Help people anyway.*

Give the world the best you have and you’ll get kicked in the teeth.

Give the world the best you have anyway.

This inspiration has given me the why for waking up to ‘Do It Anyway’ every morning. We are all leaders and inspirational figures in our own lives and businesses. This is something you have that the Big Box Stores don’t. So here’s the way I see it: Try your best in everything you do even if you don’t succeed, you’ll be happy you tried your best and so might those around you.

© Copyright by Kent M. Keith 1968, renewed 2001. Written by Kent M. Keith as part of his book, *The Silent Revolution: Dynamic Leadership in the Student Council*, published in 1968 by Harvard Student Agencies, Cambridge, Massachusetts. Visit: www.paradoxicalcommandments.com.



Let's Do It Anyway!

Eliana Barriga

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CELEBRATING OUR 22ND YEAR
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KBIS 2012— Are You Getting Ready?

After following LinkedIn, taking phone calls and receiving emails for the past few weeks regarding KBIS, I have come to a major conclusion—IT'S STILL A GREAT SHOW!!! There are always going to be people with excuses, people who complain and people who always just have negative attitudes. I say stop listening to them. Simple! Problem solved, now let's move on and get something positive to happen.

Many people think they have the fix for KBIS. "Let's make it smaller", "Let's combine it with other shows" or my favorite... "Let's make it more like Europe and do it every other year".

Europe has many Kitchen and Bath Shows and not just one every other year. IFA Berlin is an Electronics show that recently brought in Appliances, Living Kitchen is the new show in Cologne, France has 5 shows; Euro-Cucina is a Furniture buying fair in Italy not to mention 5 other Italian shows, and then add the shows in Spain, Poland, Belgium and multiple other countries. Overlay the U.S. map on the European map and the European map disappears. We have only one show and people still complain, wanting it to be every other year.

It seems to me that we really need is to get our act together and support what we do have, KBIS and through our support, we make it stronger. It's not just about a few new products, it's about networking, learning and refreshing relationships. What have you personally done to help KBIS grow? I think everyone should stop complaining and coming up with ways to make it easier on themselves and get more involved. I didn't hear a single complaint from an exhibitor, and as a matter of fact, most people that I spoke with had already re-signed for next year before the show was even over, with some signing up for even larger spaces.

Travel today is less expensive than many think and if you plan ahead the deals can be incredible. To the staff and Board of Directors of NKBA, the staff of Nielson and Freeman, I take my hat off to you as I believe in my 18 years of coming to this show, this was one of the best. You did an awesome job and I personally look forward to Chicago 2012 and all the positive changes you will be making for this great show!!!



Happy Retailing,

Moe Lastfogel

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The
RetailObserver

JUNE 2011

VOLUME 22, ISSUE 6

CELEBRATING OUR 22ND YEAR
AS THE RETAIL OBSERVER

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Top Designs Revealed

2011 NKBA *Design Competition*

REPRESENTING FRESH DESIGN STRATEGY AND
WELL-INTEGRATED KITCHEN AND BATH SPACES

BY ANNETTE GRAY

The NKBA Design Competition offers the opportunity for designers from across the U.S. and Canada to show their best from the past year. Each year, the outcome is greatly anticipated, as the opportunity to see the judges' selections in the latest innovation, creativity, technology and artful results are awaited. The following awards represent the stand-out designs in sustainability, use of budget, greatest transformation from before and after, overall best in kitchen and bath, in addition to the prevailing choices decided upon by consumer vote.

Sponsored by GE Monogram, HGTVPro.com, Kohler,

ServiceMagic, This Old House, and Waypoint Living Spaces, the 2011 competition honors the top three designs in each of nine categories, as well as special Best-Of award winners, from the nearly 500 entries received. Winning designs were announced at the Design Competition Awards event during the NKBA's Kitchen & Bath Industry Show (KBIS) at the Las Vegas Convention Center in April.

The NKBA was honored to present the following ten award-winning designs, and proud to acknowledge their skilled and talented creators.

BEST KITCHEN

Chris Novak Berry
brooksBerry Kitchens & Baths
St. Louis, MO

Co-designer: Emily Castle

Photo: Alise O'Brien
Photography



BEST BATHROOM

Holly Rickert

Ulrich, Inc.
Ridgewood, NJ

Co-designer: Julia Kleyman

Photo: Peter Rymwid
Architectural Photographer



BEST BEFORE & AFTER KITCHEN

Sponsored by This Old House®

Showcasing the year's most dramatic transformation of a kitchen

Savena Doychinov, CKD

Design Studio Int'l
Kitchen & Bath, LLC
Falls Church, VA

Photo: Bob Narod
Photographer



BEST BEFORE & AFTER BATHROOM

Sponsored by This Old House®

Showcasing the year's most dramatic transformation of a bathroom

Melissa Morgan Sutherland, CKD

Hermitage Kitchen Design Gallery
Nashville, TN

Co-designers: Carla Taylor, CKD
& Kathleen Tims

Photo: Bill LaFevor





BEST SUSTAINABLE KITCHEN

Sponsored by GE Monogram®
Acknowledging the year's best use of 'green' practices in a kitchen design

Jessica Williamson, AKBD
Kitchen Views
Newton, MA

Photo: Michael J. Lee
Photography

BEST SUSTAINABLE BATHROOM

Sponsored by Kohler
Acknowledging the year's best use of 'green' practices in a bathroom design

Ines Hanl
The Sky is the Limit Design
Victoria, BC, Canada

Co-designer: Kimberly Lewis Manning
Photo: Works Photography



BUDGET-FRIENDLY: KITCHEN

Sponsored by ServiceMagic
Allison McCowan
Linn's Prestige Kitchens & Baths
Destin, FL

Photo: Birdwell Photography
& Multimedia

BUDGET-FRIENDLY: BATHROOM

Sponsored by ServiceMagic

Scott Gjesdahl

Bristol Design & Construction
Lynnwood, WA

Co-designer: Sandra Gjesdahl

Photo: Roger Turk
Northlight Photography



PEOPLE'S PICK: KITCHEN

Sponsored by HGTVPro.com

Cheryl Hamilton-Gray, CKD

Hamilton-Gray Design, Inc.
Carlsbad, CA

Photo: Preview First

PEOPLE'S PICK: BATHROOM

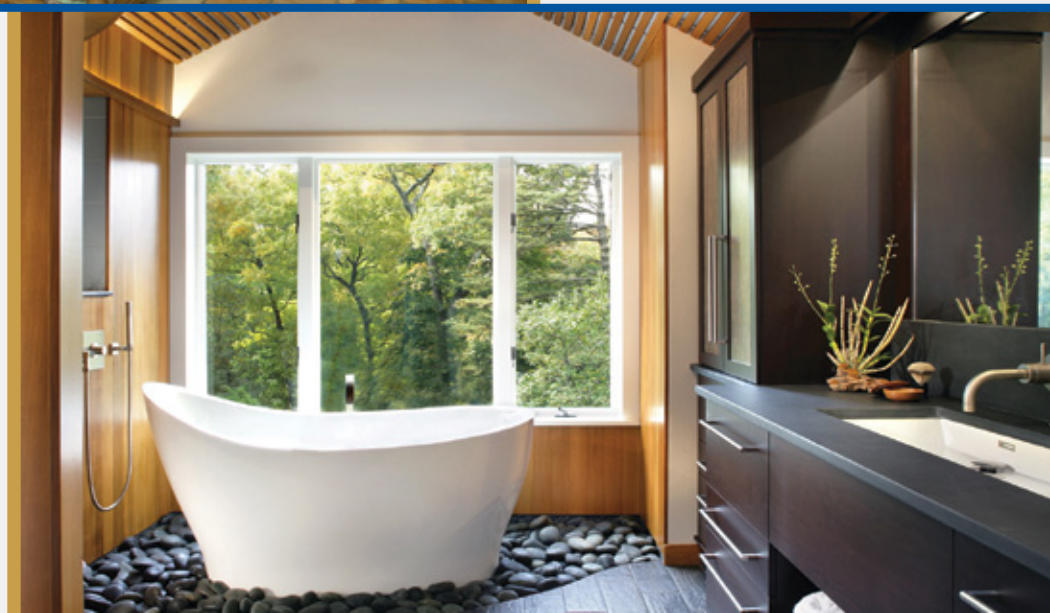
Sponsored by HGTVPro.com

Holly Rickert

Ulrich, Inc.
Ridgewood, NJ

Co-designer: Julia Kleyman

Photo: Peter Rymwid
Architectural Photographer





MASTER BATHROOM

First Place:

Elizabeth A. Rosensteel; Phoenix, AZ



MEDIUM KITCHEN

First Place:

Anastasia Rentzos, CKD, CBD; Mississauga, ON



SHOW

First

Artur Leyzero



POWDER ROOM

First Place:

Holly Rickert; Ridgewood, NJ



SMALL KITCHEN

First Place:

Chris Novak Berry; St. Louis, MO

2011 Design Competition

The NKBA Design Competition is open to NKBA members only. The NKBA Design Competition recognizes the talent of kitchen and bath designers to plan safe, functional, and beautiful spaces. A panel of NKBA-certified designers from all of the

CATEGORY 1 - SMALL KITCHEN

First Place (pictured)

Chris Novak Berry
brooksBerry Kitchens & Baths
St. Louis, MO

Co-Designer: Julie Gragg

Second Place

Rose Marie Carr
Kitchens by Rose
Ramsey, NJ

Third Place

Dana Jones, CKD
The Kitchen Consultant
Long Beach, CA

Second Place

Cheryl Hamilton-Gray, CKD
Hamilton-Gray Design, Inc.
Carlsbad, CA

Third Place

Jane Lockhart
Jane Lockhart Interior Design
Toronto, ON

CATEGORY 4 - OPEN PLAN KITCHEN

First Place (pictured)

Chris Novak Berry
brooksBerry Kitchens & Baths
St. Louis, MO

Co-Designer: Emily Castle

Second Place

Terri Schmidt
Dream Kitchens, Inc.
Delafield, WI

*Co-Designers: Linda Eberle, CKD, CBD
and Kevin Schmidt*

Third Place

William Landeros, CKD
Balthaup by Kitchen Distributors, Inc.
Denver, CO

*Co-Designer:
Jed MacKenzie, CKD*

CATEGORY 2 - MEDIUM KITCHEN

First Place (pictured)

Anastasia Rentzos, CKD, CBD
Andros Kitchen & Bath Designs
Mississauga, ON

Second Place

James E. Howard, CKD, CBD
Glen Alspaugh Co., LLP
St. Louis, MO

Third Place

Elina Katsioulas-Beall, CKD
DeWitt Designer Kitchens
Pasadena, CA

CATEGORY 5 - POWDER ROOM

First Place (pictured)

Holly Rickert
Ulrich, Inc.
Ridgewood, NJ

Co-Designer: Julie Klayman

Second Place

Ines Hanl

CATEGORY 3 - LARGE KITCHEN

First Place (pictured)

James E. Howard, CKD, CBD
Glen Alspaugh Co., LLP
St. Louis, MO



ROOM
Place:
v; Toronto, ON



LARGE BATHROOM
First Place:
Holly Rickert; Ridgewood, NJ



LARGE KITCHEN
First Place:
James E. Howard, CKD, CBD; St. Louis, MO

NKBA

Competition Award Winners

NKBA's eight geographic regions of the United States and Canada judged the projects based on visual appeal and creativity, as well as principles of design, presentation, and safety and ergonomics, using the NKBA Kitchen and Bath Planning Guidelines.

The Sky is the Limit Design
Victoria, BC

Co-Designer: **Kimberly Lewis Manning**

Third Place

John Mills Davies, CGBP
Marrokal Design & Remodeling
San Diego, CA

CATEGORY 6 - SMALL BATHROOM

First Place (pictured)

Scott Gjesdahl
Bristol Design & Construction
Lynnwood, WA

Co-Designer: **Sandra Gjesdahl**

Second Place

Ellie R. Baker, CKD, CAPS, CGP
Soleil by Design, LLC
Brier, WA

Third Place

Victoria Shaw
Binns Kitchen + Bath Design
Pickering, ON

CATEGORY 7 - LARGE BATHROOM

First Place (pictured)

Holly Rickert
Ulrich, Inc.
Ridgewood, NJ
Co-Designer: **Julia Kleyman**

Second Place

Lori W. Carroll
Lori Carroll & Associates
Tucson, AZ
Co-Designer: **Mary Roles**

Third Place

Victoria Shaw
Binns Kitchen + Bath Design
Pickering, ON

CATEGORY 8 - MASTER BATHROOM

First Place (pictured)

Elizabeth A. Rosensteel
Elizabeth A. Rosensteel Design/Studio, LLC
Phoenix, AZ
Co-Designer: **Meredith Comfort**

Second Place

John A. Granato II, CKD
Mater Designs
Syracuse, NY

Third Place

Christine Salas, CKD, CBD
Cocina Interior Design, LTD
Calgary, AB

CATEGORY 9 - SHOWROOM

First Place (pictured)

Artur Leyzerov
Symphony Kitchens, Inc.
Toronto, ON
Co-Designer: **Oleg Vasylyichuk**

Second Place

J. David Ulrich, CKD
Ulrihv, Inc.
Ridgewood, NJ

Third Place

Areti Tanya Rentzos
Andros Kitchen & Bath Designs
Mississauga, ON
Co-Designer: **Anastasia Rentzos, CKD, CBD**



OPEN PLAN KITCHEN
First Place:
Chris Novak Berry; St. Louis, MO



SMALL BATHROOM
First Place:
Scott Gjesdahl, Lynnwood, WA

Manufacturer {NOTES}

Liebherr at DIFFA Dining by Design NY 2011

DIFFA's DINING BY DESIGN NY 2011 was a spectacular display of 40+ dining environments, presented in conjunction with the Architectural Digest Home Design Show at Pier 94 from March 17-20. The event featured design luminaries and culinary giants in a fest for the senses, mingling top talented international and local designers and architects with world-class cuisine.

This year Liebherr was proud to host for the first time a one-of-a-kind dining environment for the showcase designed by organicARCHITECT Eric Corey Freed. The architecture for the unique table installation was driven by innovation and characterized by sophisticated, sustainable design and healthy living. Utilizing natural, reclaimed and recycled materials, fresh fruits and plants, Liebherr's table demonstrated that green design can also be beautiful and functional. All materials from Liebherr's table installation were donated and given a second life after the show.



The Dining By Design schedule of events included Cocktails By Design, the launch event for DIFFA's annual Dining By Design Tour, three days of public table viewing, and concluded with a gala dinner where Liebherr's guests from the design and media enjoyed a gourmet dinner seated at the table.

All proceeds benefit DIFFA: Design Industries Foundation Fighting AIDS - one of the largest funders of HIV/AIDS service and education programs in the United States. Since being founded in 1984, DIFFA has mobilized the immense resources of the design communities to provide over \$38 million to hundreds of AIDS service organizations nationwide. For more than 26 years, DIFFA has been one of the country's largest supporters of both direct care for people living with AIDS and preventative education for those at risk.

"DESIGN WITH LIEBHERR" ANNOUNCES FIRST DESIGN CONTEST WINNER

The *Design With Liebherr* Grand Prize Contest Winner is architectural interior designer Phillippe Beuparlant of Beuparlant Design, Toronto Canada. For his award-winning kitchen redesign using the C1650 30" built-in refrigerator & freezer, Beuparlant was awarded a cash prize of \$15,000 as well as a VIP trip for two to the luxurious Interlpen Hotel & Spa (www.interlpen.com) in Austria, owned by the Liebherr family.

Liebherr's first-ever design contest rewarded innovation, creativity and green thinking using Liebherr refrigeration. **RO**



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NEW BEST® SORPRESA™ COLLECTION

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DESIGNS YOU HAVE TO SEE TO BELIEVE

BEST® recently debuted The Sorpresa™ Collection, its Italian-inspired range hood collection, in the U.S. market to rave reviews. The line consists of a set of nine range hood designs that are cutting edge in Europe, according to Brian Wellnitz, marketing manager, kitchen ventilation, BEST.

Sorpresa, which means “surprise” in Italian, consists of nine exclusive hood designs that challenge perceptions of what a range hood can look like. The unique designs take

on shapes and styles that are designed to immediately become the focal point of any kitchen, while still delivering the world-class function expected from a BEST product.

“These designs were introduced in 2010 to the European market at Eurocucina in Milan, Italy to rave reviews and in parallel we tested several designs at the 2010 KBIS with U.S. kitchen and bath designers,” says Wellnitz. “Many of these BEST range hoods are hits in Italy, France, Spain, Great Britain, Germany and Portugal, and in the U.S. They were well received by designers at KBIS and at the 2011 Architectural Digest Home Design Show in March, where they earned the “Imagine Top Pick 2011” ASID Award. We believe The Sorpresa Collection will appeal to even the most discerning U.S. customers.”

These Italian-style designs are meant to appeal to designers and homeowners who want to make a statement and inspire them to dream about how to create a kitchen around them. Many may find themselves asking “What is it?” when they first see these unexpected shapes. The hoods are meant to be an instant conversation starter.

“The award-winning hoods will be released in the U.S. market beginning in Spring/early Summer 2011. We have had to adjust the European mechanical aspects of these range hoods to meet the U.S. market requirements important to American builders and kitchen designers, but the styles themselves have remained untouched,” says Wellnitz.

The nine designs will be available in three different categories: Island hoods called Gloss (pictured), Secret and Vertigo Double (pictured); Chimney hoods called Surf, Modulare, Eclisse, Dune and Lipstick (pictured); and a Ceiling hood called Cirrus (pictured).

To visualize how any of the nine hoods will look in a variety of kitchen motifs, BEST offers an online tool, available on BESTsorpresa.com. This Sorpresa Visualizer tool enables designers and their clients to see and share the new design experience.

These innovative styles reflect the sleek and contemporary global design reputation of the BEST New BEST Sorpresa Collection – brand. The U.S. building and kitchen design community, to whom the BEST brand has been marketed for nearly two decades, has come to expect the Italian artistic inspiration inherent in all BEST range hoods.

For more information on the BEST Sorpresa Collection, please visit www.BESTsorpresa.com. To view the full line of BEST products, visit www.BESTrangehoods.com.



Clockwise from left— Sorpresa hood models: Gloss Calatrava, Vertigo Double, Lipstick and Cirrus. Photo courtesy of Wood-Mode Fine Custom Cabinetry

PREMIER COPPER PRODUCTS TO SHOWCASE UNIQUE AND ARTISANAL COPPER KITCHEN AND BATH PRODUCTS AT KBIS – LAS VEGAS



Products on display included the first showing of copper-finish Tru™ Copper faucets, unique to Premier Copper Products. Also on show for the first time was a copper range hood, the stunning copper Japanese-style soaking tub, a romantic ‘slipper’ bathtub with nickel inlay, and the unique ‘Old World’ vessel sinks, each hand-forged from a solid block of copper.

Premier Copper Products had a captivating display of its hand-hammered copper kitchen and bath products. Already one of the largest suppliers in the USA of high-quality, affordable copper products for the home, the company has expanded its range to almost 200 items, available through 160+ retail and online outlets.

From tiles to tubs, from switch plates to sinks every item is made from 99.7% grade A recycled copper at the company’s exclusively managed factory in Mexico. Quality and consistency is the key to the success of the company - all products come with a lifetime guarantee.

TRU™ COPPER FAUCETS – UNIQUE TO PREMIER COPPER PRODUCTS



Unique to Premier Copper Products, the Tru Copper line is being introduced at KBIS this year. Featuring an eye-popping polished copper finish unlike any on the market, the faucets on display will be: surface and wall mounted pot fillers, and contemporary commercial-style spring pull downs. The faucets also come in a dark, matte ‘oil-rubbed bronze’ finish. Beau Ralphs, the company’s CEO, says of the company’s first faucet line, “We’ve created these to help

customers find a suitable match for their copper sinks, something that’s been hard to do until now. The copper finish is a specialized process that we’ve worked on with the manufacturer – they are made to our specifications and designs, and are the best quality available, featuring top quality ceramic disks – no plastic is used in the faucets.”

JAPANESE-STYLE SOAKING TUB



The elegant hand-hammered copper Japanese-style soaking tub is the latest in bathing luxury from Premier Copper Products. Measuring 45” in diameter and 36” high, it creates a beautiful centerpiece for a home spa, and works well for bathrooms where space is limited. It is made from 16 gauge, 99.7% grade A recycled copper and weighs 200 lb empty.

NICKEL INLAY ‘DOUBLE SLIPPER’ BATHTUB

This 67” double slipper, hand-hammered copper bathtub is a romantic, nostalgic way to enjoy a long soak in a deep bathtub. The nickel inlay tub is a new design for Premier Copper bathtubs, featuring a hand-carved scrollwork base, mounted over a strip of nickel that shows off the intricacy and beauty of the scrollwork.



‘OLD WORLD’ VESSEL SINKS



Hand forged from one 10 lb solid block of copper using age-old techniques, each sink is a work of art with its own look and character. The sinks come in several different shapes, ranging in size from 15” to 20” across, making them suitable for a bathroom or powder room.

| continued on page 18 |

Made in the same way that our ancestors created bowls for domestic use, the ‘old world’ sinks take as long to make. With five men standing in a circle around the copper, taking turns to hammer it until the desired thickness is reached - only two can be made in one day. The thickness of the copper gives these sinks a unique, luxurious look, with a rich sheen that will never lose its luster.

PENDANT LIGHTS



Suitable for hanging over work areas, kitchen islands and bars, they bring a warm, inviting look to any kitchen—period or contemporary. They also look great in a covered patio. The pendant lights come in three different styles, all made from 99.7% grade A recycled copper wire copper. The oil-rubbed bronze finish is burnished into the copper, so won't alter or degrade over time.

BATHROOM ACCESSORIES



Providing customers with a ‘complete’ copper look is the inspiration behind the new copper bathroom accessories, shown for the first time at KBIS. Towel rings, rails, and toilet roll holders are all made with the same hand-hammered copper finish as other products, and the same care and attention to detail – even the screws match the fittings.

For more information on Premier Copper, please visit www.premiercopperproducts.com or call 602-476-7332 to become a dealer.

NUTONE LUNAURA COLLECTION OFFERS FIRST AMBIENT LED SOFT-GLO VENTILATION FANS

NuTone Perfect for homeowners who want to beautifully and efficiently light a room for safety and navigation, the NuTone® LunAura™ Collection also creates a relaxing, spa-like atmosphere in any bathroom. In addition to its innovative approach to night lighting, the LunAura Collection offers bright task lighting and of course, incredibly quiet and powerful ventilation as would be expected from NuTone – the industry leader in providing ENERGY STAR® qualified ventilation products.

NuTone LunAura is the perfect product for those who want their décor to stand out and be noticed. Unlike standard ventilation fan/lights, NuTone LunAura incorporates soothing blue LED night lighting which instantly enhances



the ambiance of any room. Its innovative technology helps to create a calming atmosphere much more visually appealing than standard lights. The soft lighting offers the convenience and safety of functional nightlight while simultaneously showcasing a contemporary look that can be a central design focus and an immediate conversation starter. NuTone LunAura comes in two clear light panels (round, square/diamond) which give the appearance of natural glass when the LED light is off. When turned on, the panels become a beautiful soft blue hue (pictured above, left). This hue allows one to more easily get back to sleep after a middle-of-the-night visit to the bathroom. NuTone LunAura also features a 36 watt GU24 main light for brightness and efficiency.

“We’ve listened to our consumers and now offer the first ventilation fan/light that not only improves air quality and functions as a nightlight, but instantly transforms the entire mood of a room as well,” says Patrick Nielsen, marketing manager ventilation fans, Broan- | continued on page 20 |



CH-27 Series

Simple and chic, Under Cabinet or Wall Mount, this 7" height seamless professional hood is sleek and versatile.



CH-27 Wall Mount Style



CH-77 Series

Available in Under Cabinet (top) and Wall Mount Styles (bottom)

CH-97 Series

Available in Under Cabinet (top) and Wall Mount Styles (bottom)



KOBE®

2011 Multi-Style Range Hoods

Visit www.KOBERangeHoods.com or call (626) 775-8880 (1-800 BUY-KOBE) for more information.

NuTone. “NuTone is the first in the industry to pair soft, colored LED lighting with an efficient ENERGY STAR qualified ventilation fan, which dramatically affects the atmosphere of any space and instantly becomes a decorative centerpiece.”

NuTone LunAura has an HVI certified 110 CFM air movement rating and a nearly silent 0.7 Sone rating. NuTone LunAura Collection Offers First Ambient LED Soft-Glo Ventilation Fans. In addition to NuTone LunAura, over 50 Broan and NuTone ENERGY STAR qualified ventilation fans are designed, engineered, manufactured and customer supported in the U.S.A.

For more information, please visit www.NuTone.com.

SCOTSMAN'S BRILLIANCE® NUGGET ICE MACHINES BRING THE ORIGINAL CHEWABLE ICE™ HOME

Scotsman® Brilliance®
Ice Systems



Scotsman® Ice Systems, the innovator of the popular chewable ice that has become a fast food craze, now brings the same soft, chewy ice into the home with its new Brilliance® residential nugget ice machines.

These 15-inch ice machines conveniently fit under the counter in the kitchen, bar or

outdoor setting, and dispense the same Original Chewable Ice™ that took the country by storm when Scotsman first introduced the ice to the foodservice industry in 1981.

Scotsman's nugget ice is made with bits of compacted ice that are soft and chewable. Its soft form enables the ice to take on the flavor of the beverage to create a better tasting drink. For the first time, consumers can satisfy their cravings for this delicious ice in the convenience of their own homes.

Producing more than 80 pounds of soft ice in 24 hours, Brilliance Nugget ice machines not only complement any kitchen or home entertainment area, but offer energy and water efficiency benefits as well. Designed with a sleek stainless steel cabinet, they can be installed with a custom wood front to

match surrounding cabinetry, enabling them to virtually disappear. Or, to provide design flexibility, they will accept a white, black or stainless steel front panel accessory kit.

Brilliance Nugget is also approved for outdoor use to equip your open-air entertaining area, whether on the deck or by the pool. In addition, they also feature user-friendly control panels, lighted bins and self closing doors, and are available with built-in drain pumps to allow installation flexibility.

For more information, call 1-800-SCOTSMAN or visit www.scotsman-ice.com.

LAUNCH OF INTERNATIONAL MARKET CENTERS CREATES PREMIER B-TO-B PLATFORM FOR THE HOME FURNISHINGS AND GIFT INDUSTRIES

UNPRECEDENTED \$1 BILLION INVESTMENT IN FUTURE OF HOME FURNISHINGS AND GIFT & HOME DÉCOR CATEGORIES UNITES KEY HIGH POINT AND LAS VEGAS ASSETS

IMC | INTERNATIONAL MARKET CENTERS The world's largest network of premium home furnishings, gift and home décor showroom and exhibition space was launched. The newly formed International Market Centers, L.P. (IMC) announced an investment of approximately \$1 billion to unite iconic showroom assets in High Point, N.C., and Las Vegas, and create an effective, efficient and compelling world-class business-to-business platform for both buyers and sellers.

IMC's portfolio, initially comprised of 13 buildings and encompassing more than 10.6 million gross square feet, includes the International Home Furnishings Center and the Market Square Complex (consisting of eight properties) in High Point as well as all of the World Market Center Las Vegas buildings. Through a series of transactions, all assets in the portfolio have been recapitalized with significant equity investments, providing for long-term stability and creating a growth platform for the industry. Financial details of the transactions were not disclosed.

IMC has also reached agreement to acquire five additional buildings encompassing nearly one million gross square feet including, Showplace, Showplace West and three North Hamilton Street showroom venues in High Point. Upon the closing of this transaction, IMC will own and operate a total of 18 showroom buildings spanning 11.5 million square feet. Closing is expected within 60 days.

IMC is majority owned by funds managed by Bain Capital Partners and a subsidiary of certain investment funds managed by Oaktree Capital Management, L.P. Related Companies, Bassett Furniture Industries (NASDAQ: BSET) | continued on page 22 |

I wouldn't trust my drink to any other ice.

*Bob Griese,
Hall of Fame Quarterback
and Ice Purist*



Even the most demanding consumer is easily satisfied with a Brilliance™ Ice machine by Scotsman® Bob Griese is a perfect example. He's been a loyal Scotsman user for over 25 years for this simple reason. It's all about the ice, and he demands the best. Crystal-clear. Taste-free. Odorless. Ice that protects the integrity of the drink you put it in. That's how Scotsman ice elevates the experience. It's so good—it sells itself.

Scotsman®
Ice for the purist®

and affiliates of Network World Market Center are also investors in the company.

THE COOLEST ADDITION TO THE HOME

TRUE REFRIGERATION® BRINGS ITS 65-YEAR LEGACY TO THE HOME WITH DEBUT OF FIRST-EVER RESIDENTIAL PRODUCT LINE



True Refrigeration®, the commercial refrigeration manufacturer chosen by most five-star chefs and upscale hoteliers, makes an exciting debut to the residential market with the launch of its True Professional Series™. The new collection is a refined line of commercial-grade undercounter refrigeration products designed with the homeowner in mind.

This customizable line includes the True Wine Cabinet, True Beverage Center, True Undercounter Refrigerators, True Undercounter Refrigerator Drawers and True Beverage Dispenser. All of these sleek cabinets and drawers feature stainless steel throughout and are quieter than existing undercounter refrigeration products on the market.

The True Professional Series maintains True's legacy of high standards, flexibility and maximum performance with the following product features:

- Industry-leading product cool-down feature that cools each cabinet or drawer quickly, enabling consumers to enjoy cold beverages right away
- A temperature range from 33 degrees to 65 degrees Fahrenheit along with removable shelving allowing for instant modification
- All True cabinets are equipped with temperature precision—keeping product contents consistent with the refrigerator's set temperature
- Exclusive True®-glide feature provides a smooth, automatic closure on all True Undercounter Refrigerator Drawers
- True Undercounter Refrigerators are designed to provide an ideal humidity within the cabinet, protecting and extending the

- life of stored food and beverages
- Stainless steel and glass True cabinets are UL-rated for outdoor use, offering homeowners and designers flexibility
- Available in solid stainless steel, glass and panel-ready to match any décor
- Exclusive blue LED performance display offers a unique design element
- State-of-the-art glide-out shelves minimize vibrations for ideal wine storage

“True is thrilled to offer discerning homeowners a more refined undercounter refrigeration option,” said Steve Proctor, marketing director of True. “Leveraging the company's 65-year legacy in engineering, expertise and inspiration, this new collection creates products that are unrivaled by anything else on the market today.”

For more information about True and its new True Professional Series line of undercounter home refrigeration, please call 888.616.8783 or visit www.true-residential.com.

WARMLY YOURS LAUNCHES REVOLUTIONARY LAVA® DESIGN INFRARED GLASS HEATING SYSTEM

THE ULTIMATE COMBINATION OF COMFORT AND STYLE, LAVA® SYSTEMS PROVIDE SOOTHING WARMTH IN AN ENVIRONMENTALLY-FRIENDLY, CONTEMPORARY DESIGN TO COMPLEMENT ANY ROOM



Unveiling the ultimate marriage of energy-efficient function and contemporary style for the home, WarmlyYours launched its

revolutionary new LAVA® Designs infrared glass heating system that provides safe, efficient and comfortable heating for any room in the house. Suitable for mounting on any wall surface, the product debuted at the 2011 Kitchen & Bath Industry Show at the Las Vegas Convention Center, where the company also offered demos of its complete line of radiant electric heating solutions for any flooring surface and bathroom spas.

The state-of-the-art LAVA system uses infrared technology to deliver comfortable, cost-effective heat to any room in the house with an artistic flair that complements any décor. The zero-carbon combustion system uses proprietary infrared heating technology to distribute safe, environmentally-friendly

| continued on page 24 |

INSPIRED *by professionals.*
BUILT *by experts.*
DESIGNED *for you.*



The True Professional Series is crafted with the same dedication to producing only the highest quality products that has guided True's commercial success for more than 65 years.

Discover the entire line of high-performance wine cabinets, beverage centers, and undercounter refrigerators at true-residential.com.

True[®]
PROFESSIONAL SERIES

radiant heat in a gorgeous, customizable wall panel that uses no forced air circulation to eliminate dust and allergy.

The unique LAVA panels emit heat in three dimensions and are completely safe for use around children or pets. The system is so efficient; homeowners may be able to lower the ambient room thermostat temperature by two degrees, saving up to 12 percent on their regular heating expenses.

The fast and efficient heat of the LAVA system can be used as a primary heating source for energy-efficient homes, as auxiliary heating for frequently used rooms or for more efficient heating of infrequently used areas, as well as localized supplementary heat for specific areas, like hospital rooms, a baby's room or bathrooms. In fact, homeowners can even combine a LAVA panel with a LAVA Bath Bar for hanging and warming towels, or pair a mirrored LAVA panel with light bars to use as a lighted mist- and fog-free mirror in the bathroom or any room.

"The LAVA system is the ideal space-saving alternative to inefficient radiator heating systems, freeing up valuable living space and adding an impressive contemporary flair to any room design," said Julia Billen, president of WarmlyYours.

Available in four sizes and power capacities—250W, 500W, 750W and 1000W—the LAVA panels are offered in five different color options: pure white, white-green, red, black or a mirrored finish. For the ultimate in home design, LAVA panels can even be adorned with exquisite Swarovski Elements crystals to create a truly unique functional masterpiece. LAVA LED effect lighting can also be added for a spectacular color-change effect.

The exclusive LAVA system is the latest addition to WarmlyYours growing line of contemporary, efficient radiant electric heating solutions that offer reliable, worry-free comfort for just pennies a day that can help reduce overall heating costs. The company's floor heating systems deliver safe and efficient soothing warmth for virtually any floor surface, including ceramic tile or natural stone, hardwood, cork, bamboo, vinyl and linoleum flooring surfaces, carpet and laminate, as well as interior and exterior concrete surfaces in basements, garages, patios, outdoor kitchens and driveways.

For smaller spaces, WarmlyYours Area Warmers under desk and area rug heaters are an ideal alternative to unreliable and unsightly space heaters for soothing, safe, energy-efficient comfort with plug-in convenience. In the bathroom, WarmlyYours' electric towel warmers bring the luxury and indulgence of a professional spa into the home with the cozy embrace of a warm towel after a shower or bath.

To learn more visit www.warmlyyours.com.

ESCAPE WITH REGIO BY INAX— A SPA-LIKE TOILET EXPERIENCE

THE REGIO "INTEGRATED" TOILET ENTERS A NEW PARADIGM OF SPA- AND ECO-INSPIRED LUXURY THAT PROVIDES THE HIGHEST LEVEL OF COMFORT AND STYLE FOR THE UPSCALE BATH



INAX, Japan's leading manufacturer of tile and sanitary fixtures, establishes a new level in spa-inspired luxury with the US introduction of its REGIO "integrated" toilet. The introduction poises REGIO, with its timeless Zen-like, minimalist design, to set a precedent in advanced comfort technologies and style never before felt or seen in the luxury toilet category. REGIO has successfully combined a well-thought-out balance of automated function, comfort, hygienic cleansing, and antibacterial technology.

REGIO's comfort technologies transform the bathroom into a personal, spa-like escape. To set the mood, soft LED lights illuminate the bowl interior and foot area of the fixture. The day's stress melts away when your favorite relaxing music plays as the lid automatically opens to uncover its heated seat. The spa experience continues as double-power deodorizing begins when the seat is occupied.

Complete relaxation goes uninterrupted when the industry's first automatic "Silent Stream Flushing System" delivers a powerful, yet quiet air-driven flush that is no louder than a gentle, murmuring brook. An air purifier then activates, emitting ions that cleanse the air in the room. Simply walk away, and REGIO will self-clean and return to its resting position. When not in use, REGIO saves energy by automatically powering down.

Hygienic and eco-functional advantages round off the long, impressive list of REGIO's attributes. A refreshing personal cleanse comes by way of two spray nozzles with sensitive temperature and water pressure controls to ensure a thorough feminine and posterior wash. Environmental responsibility is demonstrated via INAX's own water-conserving Dual Silent Stream Flush System, which efficiently



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Hundreds of tornadoes have struck throughout the country. Thousands of homes have been destroyed. Tens of thousands of families are in need.

You can help.

A click can feed and shelter a child for another day.
A single text can provide a little comfort.
Your call can make sure someone doesn't go hungry.

Every single donation brings hope. Click, text or call to join today!



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Text REDCROSS to 90999 to give \$10

\$10 donation to the Red Cross. Charges will appear on your wireless bill, or be deducted from your prepaid balance. All purchases must be authorized by account holder. Message & Data Rates May Apply. Text STOP to 90999 to STOP. Text HELP to 90999 for HELP. Full terms and privacy policy: redcross.org/m

uses the least amount of water (1.1 GPF, 1.6 GPF) possible to fully clean the bowl and ensure a complete flush every time.

In addition, INAX's innovative surface technology "Hyper Clean" consists of a super smooth, hard, and non-porous glazed surface together with an antibacterial treatment, recognized by ISO (International Organization for Standardization), that is baked into the enamel. Hyper Clean significantly reduces bacteria and mildew growth on the surface of REGIO's unique bowl design, making the cleaning process effortless. REGIO is available in elegant Brilliant White and sophisticated Noble (Matte) Black. List price for White is \$5900. Black lists for \$7350. For more information call 424-237-1031 or visit www.INAX-USA.com.

RHEEM SHOWCASES ARRAY OF INNOVATIVE, EFFICIENT HEATING, COOLING AND WATER HEATING PRODUCTS AT THE KITCHEN & BATH INDUSTRY SHOW



At the Kitchen & Bath Industry Show, Rheem Manufacturing Company showcased an entirely redesigned product portfolio of innovative and efficient heating, cooling and water heating products. Rheem featured nearly 25 products in its exhibit in the Central Hall of the Las Vegas Convention Center.



Successful kitchen and bath design projects ultimately hinge on ensuring that the homeowner has access to hot water—affordably and responsibly. The solutions on display in the Rheem exhibit at K/BIS do just that. They are technologically advanced and energy efficient, while maintaining the same high quality and reliability Rheem is known for.

Some of the featured products at this year's show include: the soon-to-be-launched Second-Generation Hybrid Water Heater with Heat Pump Technology; the Prestige™ Condensing Tankless Water Heater; and the Integrated Heating & Water Heating System Powered by Tankless Technology.

• **Hybrid Water Heater with Heat Pump Technology:**

Launching in the fall of 2011, the company's second-generation Hybrid Electric Water Heater will feature the hybrid industry's first color touch screen LCD display, which will provide homeowners greater insight into the home's water heating energy usage. The interactive touch screen is easy to use and similar to touch screens found on other popular consumer electronics. This product includes three user-friendly modes of operation: Energy Saver, High Demand (Normal) and Electric Heat Only.

With the next-generation release, Rheem will lead the industry with five Hybrid Electric Water Heater models all featuring an impressive 2.0 EF.

• **Condensing Tankless Water Heater:**

The Rheem Prestige Series Condensing Tankless Water Heater is the company's most efficient tankless water heater to-date. Operating at 94 percent efficiency, this water heater provides all the hot water needed for busy, multi-tasking families. The Rheem Prestige Series Condensing Tankless Water Heater works by heating only the water that homeowners need, at the time they need it, versus continually heating and reheating 40-plus gallons of water throughout the day. As the popularity of luxury bathrooms and oversize tubs is growing, so does the need for tankless water heating.

The Rheem Prestige Series Tankless Water Heater provides a compact solution for a continuous supply of hot water, meaning bathroom designs featuring dual shower heads, cascading waterfalls or even spa-worthy bathtubs will always receive enough hot water. Plus, the Rheem Prestige Series Condensing Tankless Water is a perfect match with low-flow, water-saving fixtures because they'll always receive hot water without having to increase the flow—an important benefit translating to savings on water usage and energy costs.

• **Integrated Heating & Water Heating System:**

The Rheem Integrated System offers a unique way to heat both the air and water in a home while operating seamlessly with Rheem cooling systems to achieve integrated, more efficient home comfort solutions. When a Rheem tankless gas water heater is matched with a Rheem hydronic air handler, hot water is circulated through the hydronic air handler and is then re-circulated back to the tankless water heater to ensure that no water is wasted. The system operates at the same efficiency as the tankless water heater. For instance, when paired with the Rheem Prestige Condensing Tankless product, which operates at 94 percent efficiency, the entire system will be just as efficient. For more information on any of these products, visit www.rheem.com.

| continued on page 28 |



Wood Burning Pizza Oven/Smoker.

Solé wood-fired double oven. Freestanding, or build it in for that Tuscan kitchen look.



Solé Gourmet Portable Grills

Stop your customers in their tracks when they walk past the new Solé portable gas grill and see right through the glass window in its sleek Euro-style hood. A great feature at a great price!



- From 42,000 to 80,000 BTU
- Stainless or black powder coat
- Euro-style hood with window
- Jet Flame Ignition
- 3, 4 or 5 burners
- IR Rear Burner
- Warming Rack

New Solé Gourmet Built-In Stainless Steel Grills.

With twin interior lights and Amber LED Control Panel Lights



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KALAMAZOO OUTDOOR GOURMET™ UNVEILS OUTDOOR DISHWASHER

THE COMPANY INTRODUCES THE FIRST
DISHWASHER DESIGNED TO PERFORM OUTDOORS



Remember when you had your last cookout and afterwards you and all of your guests carried the plates, pots and pans indoors to be put in the dishwasher? Those days are now a thing of the past. Kalamazoo Outdoor Gourmet™, the leading manufacturer of high-end

outdoor kitchen equipment, announced today the introduction of the first outdoor dishwasher specifically designed to work outside and withstand the harshness of the elements; featuring a unique wash system designed to clean dishes that have been sitting outdoors or pots and pans that have been over the heat of a grill fire.

“Kalamazoo Outdoor Gourmet has always been the innovation leader in outdoor kitchen equipment, bringing to market a number of firsts that change the way people cook and entertain in the outdoors,” said Pantelis A. “Pete” Georgiadis, president of Kalamazoo Outdoor Gourmet. “The introduction of the outdoor dishwasher has created the only truly complete outdoor kitchen equipment line, giving homeowners independence from their indoor kitchens.”

At \$4,990, the outdoor dishwasher will be available for purchase in summer 2011 through the network of dealers that carry Kalamazoo Outdoor Gourmet equipment.

The outdoor dishwasher offers a host of technologies that make doing the dishes after a cookout convenient, fast, and easy:

- **Flexible** - The outdoor dishwasher was designed with an extra large tub to accommodate the special demands that come from cooking and serving meals outdoors. Its adjustable-height dual rack system offers maximum flexibility. Able to be moved up and down to handle some of the biggest pots and serving platters, it features a maximum clearance space of 15 ¼” inches between each rack. It is capable of holding 12 place settings at once, features adjustable tines for more loading flexibility and offers protection for delicate items. The top rack has two adjustable stemware shelves and up to five rows of glassware storage.
- **Powerful** - The outdoor dishwasher’s wash system has highly-focused spray zones that ensure the whole load gets totally clean and eliminates the need for pre-rinsing dishes. Specially-designed spray nozzles maximize the use of minimal amounts of water to target distinct areas within the dishwasher, focusing increased spraying power on hard-to clean items such as cutlery and pots and pans.
- **Efficient** - Green, clean and smart, the outdoor dishwasher features technology that doesn’t waste water. It uses as little as 3.8 gallons in a wash program, ensuring the optimum water level is used for each load. Sensors detect when the quantity of water matches the selected wash program, automatically adjusting water levels even if a flipped-over bowl fills with and reduces some of the available wash water.

“Now, every convenience of an indoor kitchen is fully available outdoors,” said Georgiadis.

For more information visit www.kalamazoogourmet.com. | continued on page 30 |

STUDIO SERIES

SEAMLESS STYLE FOR THE ULTIMATE BUILT-IN KITCHEN

INTRODUCING THE STUDIO SERIES FROM LG

For the ultimate in luxury, look no further than the LG Studio Series. With premium features and impressive new styling, the LG Studio Series provides sophisticated design for a beautiful statement in any home. With seamless counter depth refrigerators, sleek built-in cooktops, ventilation hoods and warming drawers, the Studio Series offers the very finest appliances from LG.



CONTACT YOUR LOCAL DISTRIBUTOR FOR MORE
INFORMATION ON THE LG STUDIO SERIES



FINE WINE INTO FINE DÉCOR: NATIVE TRAILS DEBUTS THE VINTNERS' COLLECTION MADE FROM OAK WINE BARRELS & OAKING STAVES



Native Trails, a mainstay in the realm of sustainable luxury in kitchen and bath design, leads the way in contemporary 'ruralist' trends with the debut of the Vintner's Collection – a line of vanities and accessories made from salvaged winemaking materials. Based in California's central coast, Native Trails is immersed in the state's perennial wine culture that is celebrated widely and embraced in west coast interior design. A pinnacle of handmade, artisan pieces with an emphasis on sophistication in natural materials and tones, The Vintner's Collection pays homage to these traditions by repurposing French and domestic oak barrels and staves for the bath and mirrors, a somewhat rare adaption of these materials in interior design.

Native Trails artisans transform every part of these otherwise discarded wood items into beautiful and functional pieces for the bath, bar, and more. The Cabernet Vanity and its counterpart, the Chardonnay Vanity, are made from high quality reclaimed oak-ing staves used in modern fermentation processes to control the oak flavoring in stainless steel tanks. This pair of sturdy craftsman-style vanities is keen on storage and wide counter space, ideal for family living and day-to-day use. As reflective of their names, Cabernet is made from red winemaking staves and Chardonnay from white winemaking staves. Oaking staves are wire brushed, sanded and rubbed with a custom blended wax on the Cabernet and a low VOC finish for the Chardonnay. The result is a highly individual and distinctive piece with natural variations in tone and color, celebrating the journey of the wood that has been reclaimed into an enduring furniture piece for years to come.

Any of Native Trails' lavatory sinks and vanity tops can be combined for a dizzying array of options and custom looks, but the final word in accessorizing this rare collection of bath vanities is with their accompanying Cabernet and Chardonnay Mirrors. Just like their furniture counterparts, the 29" x 33"



wood frames are meticulously hand-crafted from wine-stained oak staves and include a beveled glass mirror - a subtle but distinguished detail to complement the frame's line pattern and wood slats. The fine craftsmanship lends these mirrors as standalone accent pieces or as perfect pairing with the vanities they are named for.

"The average lifespan of these wood items at wineries is only about five years, but their influence in the product is everlasting," says Naomi Neilson Howard, CEO and founder of Native Trails. "This collection celebrates the rich history of the oak barrels and staves and transforms them into gorgeous heirloom pieces which are so customizable; they can be adapted to fit seamlessly in virtually any modern or classic space."

The Vintner's Collection is also home to the Bordeaux Wall Mount, Native Trails' most versatile and bucolic furniture piece to date. Hand crafted from French and domestic oak wine barrels; Bordeaux is a wall-mounted piece for functional charm in the home. It can be adapted for small bathrooms, powder rooms, wine cellars, or as a quaint wet bar for a small but highly visible space.

To create each custom piece, Native Trails artisans disassemble the barrel, cut it down to ideal size, reassemble the slats and then sand the wood to prep it for a multi-step finishing process.

Residuals from the winemaking process are removed by wire brushing, and two custom blend waxes are applied to seal and protect for daily use. Bordeaux measures 24" w x 19"d x 19"h and each piece has its own unique, individual grain pattern and natural coloring, showcasing the life of the oak barrel as a functional yet artisanal conversation piece. The Bordeaux Mirror is the newest addition to the Native Trails accessory collection and a highly versatile décor piece for any room in the home. The 18.75" x 20.75" frame with beveled glass offers rustic but refined authenticity. The most notable feature of this accessory- each mirror features the original barrel maker's stamp from which it was made, the ultimate detail for the hand-curated home or hospitality suite. The Vintner's Collection will be available May 2011. For local availability, please visit www.nativetrails.net. **RO**



EuroChef USA Made In Italy



30" Pro Gas Range

 **verona pro**



36" All Gas & Dual Fuel Pro Ranges



30" Pro Gas
Wall Oven



 **verona**



36" Double Oven Available in both
All Gas and Dual Fuel

 **ILVE**



60" Dual Fuel Double Oven

 **verona**



30" Dual Fuel Self Clean
Warming Drawer

EuroChef USA

For more information, contact EuroChef USA, the exclusive importer of Verona Pro, Verona and ILVE cooking appliances.
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Independent Audit Confirms Record Attendance at 2011 International CES

SEES 30 PERCENT GROWTH IN OVERSEAS ATTENDANCE

The International CES® announced that 31,677 industry professionals from outside the U.S. attended the 2011 International CES January 6-9, 2011, in Las Vegas, Nevada. Up 30 percent from last year, international attendance at the 2011 CES set a new record for the show's 45 year history. An independent audit, performed by Veris Consulting LLC, confirms CES' status as the world's largest consumer technology tradeshow and North America's largest annual tradeshow of any kind. Overall, the 2011 International CES welcomed 149,529 technology attendees during its four day run.

Veris is certified by the Exhibition and Event Industry Audit Commission (EEIAC) to perform audits. Veris Consulting provides an independent, third-party verification of International CES attendance, demographics, records and record-keeping systems. As part of the Veris audit, each CES attendee is counted only once, and show size is calculated using only exhibit space sold, not hallways or bartered space. An independent audit is required to be certified by UFI, the Global Association of the Exhibition Industry, and the International CES is believed to be the only UFI approved event in its category.

"The 2011 International CES was the must-attend event of 2011 and featured astounding innovative debuts," said Gary Shapiro, president and CEO, Consumer Electronics Association (CEA)®, producer of CES. "This audit verifies that CES brings together the global technology industry, including Fortune 500 executives, retail buyers, content providers, entertainment executives, venture capitalists, engineers and media from all over the world who want to experience the latest and greatest tech products."

Technology innovation spanned more than 1.6 million net square feet of exhibit space, as an estimated 20,000 new products were launched by more than 2,700 exhibiting companies at the 2011 CES. More, international attendees represented 140 countries, demonstrating that global technology executives travel to CES to do business. Aside from the U.S., the top 10 countries represented in terms of attendees were: Canada, South Korea, Japan, China, United Kingdom,

Mexico, Taiwan, France, Germany and Brazil.

More than 40,000 top decision makers and senior level executives attend the International CES for its unparalleled networking and business opportunities. The Veris audit confirms that 43 percent of 2011 CES attendees are senior level executives, on par with last year. Presidents, CEOs and/or business owners made up 16 percent of attendees. Nearly one third of all attendees are the final decision makers when it comes to new product purchases and partnerships with new companies, with 97 percent identified as having buying decision influence. More than 11,500 attendees represented companies with more than \$500 million in total annual sales, up 37 percent over 2010 CES.

Leaders from diverse business areas including entertainment, retail, education, engineering and financial services attend the International CES, according to the Veris audit. More than 12,000 retail buying organizations, 6,500 manufacturers and 3,500 engineering companies came to the 2011 CES. Additionally, more than 9,500 attendees from the content development and entertainment industry came to CES' inaugural year of the Entertainment Matters program.

Influential media attend CES every year to report on the latest technologies and trends in the consumer technology industry. The 2011 CES drew more than 5,000 press and industry analysts. The CES audit provides absolute verification of exhibition records, including direct on-site observation, examination of registration systems and testing of attendee records. Post-show analysis included direct confirmation sampling, reconciliation of attendance lists, elimination of duplicate names and verification of demographic data with the source of documentation. Final audit numbers may differ from preliminary estimates given on-site due to additional badge pick-ups and badge reader reports. This audit complies with the industry standards for audits adopted by both the Exhibition and Event Industry Audit Commission (EEIAC) and the International Association of Exhibition and Events (IAEE).

For full audit results, please visit www.CESweb.org/exhibitors. The 2012 International CES is scheduled for January 10-13 in Las Vegas, Nevada. **RO**

Designed by
NKBA member Tim Scott

Donna Griffin Photography

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2011 KBIS

Kitchen & Bath Industry Show

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The National Kitchen & Bath Association's (NKBA) 2011 Kitchen & Bath Industry Show (KBIS) drew thousands to the Las Vegas Convention Center from April 26 to 28, 2011. Sponsored by *Kitchen and Bath Business (K+BB)* magazine and produced by Nielsen Expositions, KBIS brought together the world's best kitchen and bath dealers, designers, builders, remodelers, retailers, and other professionals directly involved in the design and remodel of residential kitchens and bathrooms, who attended the show to interact with nearly 600 exhibitors from around the globe. Throughout KBIS 2011, attendees, manufacturers, and press had many occasions to “Collaborate. Innovate. Inspire.”—the theme from this year's event.

“The Kitchen & Bath Industry Show is always a great opportunity for us to showcase our latest product innovations to customers and design professionals,” said Lenora Campos, PhD, spokesperson for TOTO USA Inc. “Nothing can replace the opportunity to meet face-to-face with customers, specifiers, and key media, as well as give them personalized tours of our new product introductions and highlights from

our full-line bath collections.”

Denise Grothouse, co-owner of The Grothouse Lumber Company and an exhibitor since 2007, agrees. “At KBIS, we can connect with our existing clients and meet magazine editors and potential clients in an inspiring climate. KBIS is the ideal show for us to showcase our wood surfaces and is the premier vehicle for large and small companies to garner additional clients and reinforce their brand worldwide.”

Alongside the nearly 600 exhibiting companies, appliance manufacturers represented at KBIS through distributors, buying groups, and other strategic partnerships included major brands—like Electrolux, LG Appliances, BOSCH, Whirlpool, KitchenAid, Wolf, and GE—that showcased the latest appliance product offerings available in today's marketplace.

This year's trade show also featured tailored conference programming led by top influencers, including Pat Croce, nationally renowned motivational speaker, sports trainer, and former president of the Philadelphia 76ers, who presented the Keynote Address; and Karen Strauss, | *continued on page 36* |

1. Bathroom Product - Industry professionals inspect an array of shower fixtures 2. Trends & Insights Conference Session - Sarah Reep, CMKBD, talks about the changing face of the consumer 3. Surjit Kalsi's Induction into Hall of Fame 4. KBIS Kick-Off - An NKBA celebration poolside at Encore at the Wynn 5. Bath Product Demo 6. John K. Morgan gives an engaging presentation to a packed room, on Technology for Growing Your Business

president of Masco Cabinetry Group, who delivered the State of the Industry Address.

Nearly 500 journalists registered to cover the show this year, including national home improvement television shows from the DIY Network and HGTV, along with print and online journalists who represent major industry trade publications, daily newspapers, national consumer magazines, news wire services and industry blogs.

A number of television personalities and celebrity chefs gave presentations and made booth appearances, including Sunny Anderson, host of Food Network's "Cooking for Real" and "How'd That Get on My Plate"; Jeff Lewis, star of Bravo TV's "Flipping Out"; Monica Pedersen, interior designer of

the KraftMaid, Merillat, QualityCabinets and DeNova brands. Reep spoke at the KBIS Multimedia Lounge and dedicated her Trends & Insights conference session to the buying habits of Gen Y.

From cutting-edge designs to sustainable technology, the NKBA and KBIS showcased this year's most exciting products at the 2011 Best of KBIS Competition. The 60 entries were judged by a distinguished panel of senior print and television media members, and the winners were announced at Center Stage in the NKBA booth.

On the first day of the show, the NKBA announced the winners of the 2011 NKBA Design Competition. Designers from across the country were honored, including Best Kitchen winner Chris Novak

THE BEST OF KBIS WINNERS ARE:

Best of Kitchen: *Gold Award:* True Professional Series Undercounter Refrigerator Drawer

Silver Award: Dacor Distinctive 30 Inch Dual-Fuel Range

Best of Bath: *Gold Award:* EGR Lustrolite Acrylic Shower Panel • *Silver Award:* Moen Flushmount Body Sprays

Best Universal Design Product: Healthcraft Products Invisia Collection SerenaSeat

Best Green Product: Hafele America Loox LED Lighting System

Best of Show: WarmlyYours Innovative Infrared Glass Heating Systems

People's Choice Award: Penguin Toilets Model 524 with Overflow Protection

HGTV's "Designed To Sell," "Bang For Your Buck," and "Dream Home Giveaway"; Curtis Stone of TLC's "Take Home Chef"; and James Young of DIY Network's "I Hate My Kitchen."

"KBIS offered us a unique platform to share our GenShift™ 2011 study findings directly with design professionals. Designers work with homeowners of all ages. Those with a strong understanding of generational influences and living situations of all sorts will be more likely to turn homeowner visions and needs into kitchens, baths and spaces that not only look beautiful, but work," said Sarah Reep, ASID, IIDA, CMKBD, CMG, CAPS, director of designer relations and education for

Berry of BrooksBerry Kitchens & Baths, St. Louis; and Best Bathroom winner Holly Rickert of Ulrich Inc., Ridgewood, NJ.

"The National Kitchen & Bath Association is proud to offer NKBA designers the opportunity to have their best kitchen and bathroom designs from the past year acknowledged for their excellence," said 2011 NKBA President David Alderman, CMKBD. "The designs selected represent the finest in function, personalization, innovative-thinking, and beauty."

KBIS will return next year to Chicago's McCormick Place convention center from April 27 to 29, 2012. For all updates leading up to the show, visit www.kbis.com and on Facebook at www.facebook.com/kitchenbathindustryshow. **RO**

1. The NextGen Home - Living Smarter in Smaller Spaces Retro Home showcases the latest in smart home management 2. 2011 Best of KBIS - Eight winning products, introduced in the past 12 months, were selected by distinguished members of the media 3. Opening Ceremony - Keynote Speaker, Pat Croce provides inspiration - Achieve the Impossible 4. State of the Industry Address -

Karen Strauss, president of Masco Cabinetry presents an overall look 5. NKBA Booth - Attendees review the benefits of membership 6. Ribbon-Cutting - NKBA Executive Committee, with President David Alderman, CMKBD doing the honors 7. Sales & Marketing Conference Session - Scott Deming gives a strong message on Emotional Brand Building for Sustainable Success



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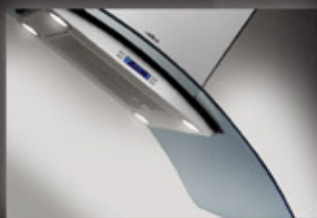
COMPANY

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DECORATE

Why simply ventilate, when you can Decorate? Elica's design team utilizes outside designers from around the globe for added inspiration. The results speak for themselves. Whether you want a unique center piece or a subtle touch of style, look no further than Elica.



ILLUMINATE

Lighting is a key design element and can greatly influence the overall beauty of your kitchen. The correct lighting can create a warm glow, a cheerful shine or a sophisticated ambiance. Elica products are far more than simple range hoods... they will elegantly illuminate your space.





forme multiple, funzioni multiple



Promote or Perish

As I visit dealers around the country, I now frequently hear them complain about the massive promotional efforts put into six major holiday events. The problem, retailers tell me, is that although national chains may be able to keep the momentum from those events going by pure inertia or simply because of the amount of resources they allocate during those periods, local merchants need to drive traffic to their stores each and every day.

What surprises me is that this seems like new news to many in the industry. Grabbing the attention of potential buyers whenever they might be in the market—or creating an enticing market for them—has always been an ongoing challenge.

Many dealers are doing a great job creating effective, exciting and successful events such as Seattle-based Albert Lee Appliances, who has two multiple-million dollar warehouse sales every year. Albert completely empties his warehouse of inline merchandise to make room for the special purchases, floor models, and out of box products for the sale. Each item is detailed, clearly tagged, and displayed by category and the floor layout made easy for customers to navigate. They have developed a precision system for handling the swarms of customers waiting outside—sometimes in pouring rain—when the sale starts, bringing in major traffic along with booming sales.

Friedman Appliance in Pleasant Hill, CA, brought nearly 1200 customers into their store in a short five hours on a Wednesday evening in March. The “Once Yearly” Private Sale was promoted by letter to previous customers as a “very

special event with very special savings” with each one containing prize drawing tickets for a chance to win large items such as a laundry pair, built-in refrigeration and even a pizza oven. Customers who filled out the backs of their tickets (helping the company maintain its customer list and capture email addresses), were entered for a second chance drawing for smaller items.

The Portland area Standard TV and Appliance is known for their hot dog sales. “Hot dog” prices lure those who might only come for cheap eats into the stores. Along with thousands of dogs, the company sells specially purchased products with special financing. After creating the event for many years, customers often ask “when’s the next hotdog sale?”

Bob and Pat Atkins of Friedmans Appliance Kitchen and Bath in Long Beach, CA, are the platinum sponsors for the world-famous, internationally recognized sail boat race held there each year. With the help of suppliers and distributors the Friedman name was prominently displayed on the entrance to the pier and in all race promotional materials. Atkins said he instantly felt business lift from the event.

Dealers have also been successful with Midnight Madness sales in which stores are only open from late afternoon until after midnight. Just as Harry Potter fans swarm book stores at midnight to buy the latest novel or Black Friday shoppers wait in line for 3 a.m. store openings, buyers in our business seek the thrill of a good deal at all hours.

It’s not easy and it’s not inexpensive to continually keep your name out there. If

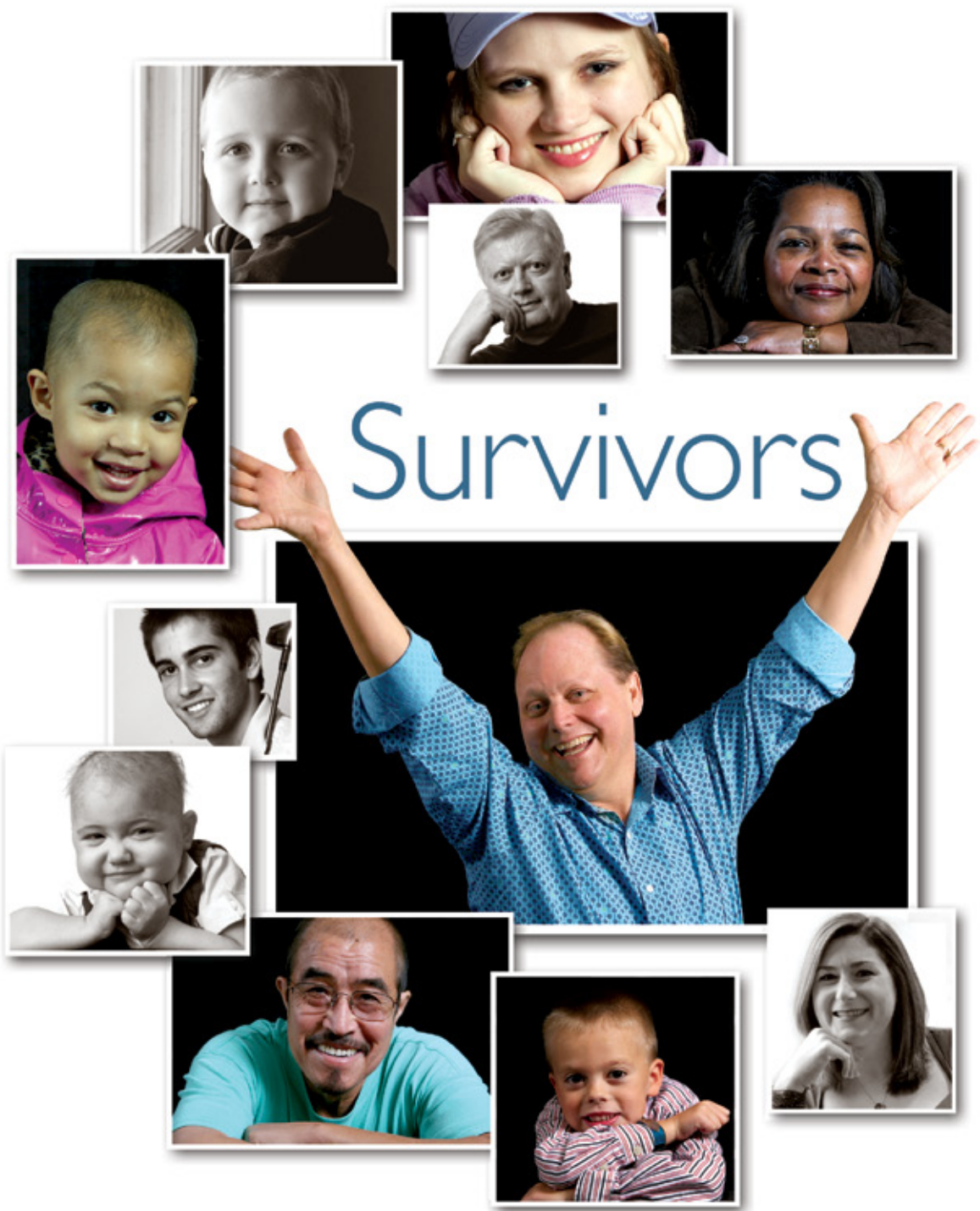
it was easy, though, you’d have even more competition.

- **Be creative & consistent**—Promote Mother’s Day, anniversaries, local events and lesser celebrated holidays like Columbus Day and Halloween. Christmas in July is often a good follow-up to the Independence Day hoopla.
- **Show low prices & big discounts**—You don’t have to drop margin on all products but you do have to create urgency.
- **Use different media & offer special financing**—Don’t forget to add your website and email marketing to your mix of print, radio and TV.
- **Get your suppliers involved**—Ask reps to help on the floor and see if vendors can find you closeouts and other special buys for your events.
- **Increase Advertising Budget**—Creating buzz about your business is your job. There’s only so much you can ask suppliers to do. Some dealers only promote when they have MDF or co-op funds available. Smart ones an additional budget 3–5% of their own money.

Creating footprints to their stores is the biggest challenge for local dealers. It takes an ongoing investment and effort to sustain traffic. The return on that investment though, is solvency. **RO**

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Reduce Costs and Improve Morale

HOW? ASK YOUR EMPLOYEES

In an uncertain economy, CEOs scramble, looking for ways to cut costs and keep their businesses afloat. The most common step they take is to reduce the workforce by terminating employees, which reduces payroll but also has a devastating impact on morale and on customer service. It's a short-term solution to a long-term problem.

What these CEOs should be doing is looking for ways to reduce day-to-day costs without sacrificing quality or service. Often, when they decide to do so, they hire high-priced consultants to come in, look over their operations, interview employees, and then develop a glossy report of their findings. It's an expensive and lengthy process. And most often it focuses on looking for ideas that will save \$100,000 to \$1 million in one shot.

Those CEOs are correct in turning to experts to identify areas in which they can cut costs—but they're turning to the wrong experts. They should be asking their employees. Those employees are already on site and they are knowledgeable about your people, processes, products, and services. They know what changes could be made to improve productivity and cut costs. They're just waiting to be asked for their ideas—so ask them.

That's what the folks at Mullican Flooring did. The company, headquartered in Johnson City, Tennessee, is the world leader in hardwood flooring and has four manufacturing facilities in Virginia, West Virginia, and New York. In an effort to cut costs, the company

recently introduced the BAD (Buck a Day) Cost Reduction Campaign, which was developed by the Service Quality Institute. The program is based on asking each employee to identify a way to save \$1 a day.

During the first few days of the BAD campaign at Mullican Flooring, 13 employees suggested that the company reduce the number of ear plug sets it gives out to employees to one a day. The resulting savings was \$12,000 a year. The campaign's overall participation rate was 78 percent.

"We had 385 ideas turned in, or about 2.5 ideas per person on average," says Chris Kommes, the company's Human Relations manager. "Three of our six departments reached 100 percent participation. The total savings is still being calculated, and several ideas will involve an investment, but the things that we can change immediately with really no investment will save approximately \$40,000. That's an 8 to 1 return on our investment [for the BAD Campaign]. The result that can't be calculated is the improvement of morale and the supervisor/employee interaction." The company now plans to introduce the idea campaign at its other plants.

Idea campaigns stress the fact that every employee can help to reduce expenses and to improve productivity. You can help to ensure the success of an idea campaign by taking the following steps:

- **Limit it to no more than 30 days.** If it's longer than that, it will lose momentum and become boring. And,

when it becomes boring, it becomes ineffective.

- **Focus on low-hanging fruit.** If you ask for ideas that can save \$1 a day, employees can relate to that. If you ask for ideas that will save \$10,000 or more, they'll be intimidated.
- **Include humor.** The campaign has to be fun. When it is, employees will become involved and enthusiastic.
- **Implement ideas quickly.** If you don't implement ideas in a timely manner, employees will become disheartened and will be less likely to make suggestions the next time you ask for them.
- **Recognize employees.** When you recognize employees who have contributed valuable ideas, it spurs others to do likewise. Don't use money as recognition; it won't last. Instead, celebrate employees and their suggestions with public praise. Make them look like heroes.

When you ask your employees for their ideas on how to cut costs and improve productivity, you make them feel as though they are important members of the team. And you will realize savings that will give you an edge on your competition now and in the future. **RO**

John Tschohl - described by Time and Entrepreneur magazines as a customer service guru, is also an International strategist and speaker. He can be contacted at John@servicequality.com





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Lessons from KBIS

As I write this, I have just returned from the Kitchen & Bath Industry Show, my favorite show. Despite the down economy, there was a definite upbeat vibe on the show floor. Manufacturer representatives I talked to at KBIS all reported good traffic and solid leads. The people they talked to were genuinely interested and optimistic about the future.

If you were at the show, you may have seen some of the ways companies made the most of the opportunity to engage their customers and enhance their brand reputations. You can take what these companies have done and apply that to your own branding.

TREAT YOUR CUSTOMERS

When you have more of your customers' time, you have the opportunity to do something special and really get to know them. At KBIS, several companies had celebrity chefs or TV personalities in their booths. Famous spokespersons are nothing new of course, but some of the manufacturers took special steps to create events for their customers. One manufacturer had an invitation-only event in which customers could meet the celebrity during the show hours.

Even if a celebrity spokesperson isn't in your budget, there is a lesson you can take from this. Take time to do something special for your customers. Get to know them, and let them get to know you – whether it's a reception at your showroom or events around town. With consumer spending

down overall, more companies are competing for your customers' business. The more you can engage them on a personal level, the more loyal they are likely to be to you.

TALK ABOUT THE FUTURE

At trade shows like KBIS, manufacturers display their latest and greatest products. Some companies take the added step of showing some



prototypes of products that haven't been developed yet, or they talk generally about their plans for future products. The idea is to get customers' opinions and gauge their reactions. This helps guide companies in their product development, and it gives customers a stake in the process and keeps them interested.

As a retailer, you can follow a similar path with your customers. Talk with them about your future

plans. Show them renderings of soon-to-be-remodeled showrooms. Share plans of how you will be improving customer service or streamlining your marketing. Ask their opinions about what you're doing well and what you can do better. Don't give any secrets away, of course, but bring your customers closer and let them be a part of your company and brand, if they choose.

EXPLORE NEW AREAS

Another great benefit of trade shows is they give companies a platform from which to launch new ideas, new products and even new brands. At KBIS, some companies debuted product lines that represented a completely new direction. Other companies, known for their commercial products, used KBIS to announce that they were new players in the residential market.

You may not have access to a forum like KBIS, but that doesn't mean you can't explore new areas for your brand. Are there customer segments you can reach but haven't yet? Are there product categories that would be a good fit for your overall product mix? Now is the time to explore those avenues, because when things pick up, you won't have the time. **RO**

BUILD

Christopher Thiede owns BUILD Communications, a branding and PR firm. Read Chris' blog at www.buildcommunications.com.





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Is Business Good or is Business Bad?

IT DEPENDS UPON WHOM YOU ASK

I just spoke to a retailer who is preparing to go out of business, and I was informed by the owner's husband that you can't sell anything unless it's at least 30% off. I obviously disagree, but from their perspective the world is in a horrible recession. Tuesday night I went to Universal Studios and saw Chicago in concert. It's an amazing group that still packs the house 40 years later.

The message I learned from observing 4 of the 60-plus guys was their appeal was timeless. Their music is timeless. Is the appeal of your store timeless? Is the position of your business as pertinent today as it was when you first got started? Have your older customers stayed with you? Does the store look modern and up to date or is it showing signs of wear and a bit of neglect while not being razor sharp either?

The thing that blew me away at Universal Studios was the mass of people trying to get into the park and those who were trying to leave. Universal has introduced a special fast pass or a device that will put their guests in front of the line and eliminate all of the waiting at the price of \$50 per day; that is after you have paid your \$80+ admission price. I kept on asking "where's the recession here?" The people at Universal did not look like wealthy people.

The question is what is the silver

bullet that will propel your business to a more profitable venture? The first thing is to sell more products to more customers. Is that over simplifying – no! Are you tracking the amount of units you are selling per transaction and do you know what your average transaction size is for every employee you have and the average for your store? When was the last time you focused on training your employees to sell more? Retailers make their money by making multiple sales. We need to be able to get the most from the customers that we already have.

We need to create a store where customers want to shop. We talk about creating shopping experiences. What kind of experiences are you creating for your customers? Are you creating Moments of Magic or Moments of Misery? Are you embracing the new ways to reach your customers? Are you devoting one hour per week to learn what's new, what's different and what could be your next competitive edge that will bring customers through your front door?

Ask yourself this question – if the management team at Disney World were running your store, what would they do differently? Would everyone who works for you look like they are about to put on a show? Are they committed to making memorable experiences? Would they make sure the store is immaculate and ready for show time every morning?

Disney lives by the concept that everything speaks and it does. It's time we take the responsibility to recommit ourselves to our businesses and to look within ourselves for the answers. That doesn't mean we have to have all of the answers but it does mean we have the capabilities of finding the Keys to our Kingdom, as Disney refers to it. Trust me when I say, it is not about being the cheapest but it is about creating amazing value and creating memories.

Every retail store creates memories. Ask yourself what kind of memories are you creating for your customers? If you're creating repeatable memories, your business is probably doing OK. However, if customers are looked at as the enemy, then it's time to refocus and re-examine what you're doing.

There is business out there to be had. It is our job to be not only creative but seek the wisdom of creative people who can change the ordinary into the extraordinary. And one last bit of advice from the animated movie "Kung Fu" is the great secret to success is knowing there are no secrets. Look in the mirror – the secret is within you. **RO**




Rick Segel, author of The Retail Kit for Dummies, helps retailers and vendors partner so everyone sells more!

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Look Ma...No Wires!

Imagine a kitchen where you will no longer have to wander about like a desert nomad with your blender or toaster in hand searching for an oasis of power, or at least a clear space near a free outlet.

The idea of wireless electricity was first conceived by legendary inventor, Nikola Tesla in the early 1900's. His idea was to build giant transmission towers across the US that would emit an electrical frequency that your home appliance or light bulb would receive and be powered, much in the same way as a radio picks up a broadcast signal. After a major legal battle that was finally settled in the Supreme Court on the side of GE and Thomas Edison, Tesla and his idea of free electricity faded into obscurity.

But all is not lost, Fulton Industries has developed a highly efficient wireless power transfer system that eliminates the use of cables or cords for small appliances. The new system can transfer wirelessly 60w of electrical energy over a distance of nearly 24" with 80% efficiency. This new technology is based on magnetic resonance, where two or more devices can transfer energy when using the same resonant frequencies.

The idea requires embedding a line-connected power transmitter into a counter-top, table top or wall, which then transmits power to an adapted appliance placed near or on the transmitter without the need for a cord between the

transmitting or receiving elements.

Once developed to its full potential, you would be able to place any future portable household appliance, such as a toaster, blender, coffee maker or can-opener anywhere in the kitchen you would like to work without the need of a



power-cord, plug or socket.

Not only can we look forward to a cord free kitchen, but what if we could warm up a can of your favorite soup or chili by just placing an eCoupled container anywhere on the embedded counter-top. Just pull the tap to warm, medium or

hot and let the embedded technology do the rest.

Not just an energy source, but more like an embedded information highway. Imagine your child's delight as his morning cereal box becomes interactive with new games or comics each morning as well as offering Mom incentives to download to her smart phone coupons for more cereal that she is nearly out of. This smart counter will be able to scan your bag of groceries when you arrive home from the market and log in your purchases and let you know when you are running low on everyday items.

For me, the greatest benefits of this new technology will be safety. With the elimination of the possibility for electric shock, gone forever will be the days of socket guards from curious fingers. And just think of the fun of making margaritas pool side with no need for plug...let the party begin! The possibilities are endless and the modern kitchen, as we know it, will continue to open up and expand its boundaries as new technology and applications continue to emerge.

Now Mr Tesla...about that "free" electricity idea? **RO**

Kevin M. Henry is an international speaker on market trends and sustainable kitchen design in the kitchen industry for more than 30 years. Contact: Kmhenry@group42.net



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The Wisdom of Mom & Pop

THE HEART OF THE COMMUNITY

Two years on and off the road, interviewing owners of mom & pop stores all over the U.S., changed how I viewed the shops that my wife and I regularly visit in our West Seattle neighborhood. I decided that the ideal conclusion for my book was to write about the shopkeepers whom we support and who make our community unique.

My first conversation was with Jack Miller, owner of Husky Deli, which is the commercial, civic, and social heart of our West Seattle community. In the center of the 3,000-square-foot store is a large, open rectangular space where a small army of employees (including many family members) can be found every day making sandwiches, slicing cold cuts, selling a wide variety of domestic and imported delicacies (mustards, marinade sauces, wine, chocolates), and dispensing good cheer.

Husky is the quintessential, multi-generational family neighborhood business. It was started in 1932 by Jack's grandfather, Herman. Jack began working in the store as a boy in 1966. "My dad, John, would wake up my brother and me in the middle of the night and ask us if we'd help him make ice cream. We couldn't say no," he recalled. "Saturdays at two in the morning, we'd start to make ice cream, and we wouldn't finish until two in the afternoon. Then my dad would work in the

store until he closed at ten o'clock at night. That was standard for him."

Husky is where you buy ice cream in West Seattle.

As you enter the store, on the left-hand side is the ice cream counter, where customers can choose from forty-five flavors of homemade ice cream, made from ingredients such as Dutch cocoa and real bananas, strawberries, and other fruit, much of it from the weekly West Seattle Farmers' Market. Husky churns out as much as a thousand gallons a week.

There are plenty of places to sit in the front of the store while people come in to enjoy their favorite guilty pleasure. On summer nights, people sit outside on the benches in front of Husky, licking their ice cream cones and watching the pedestrians parade by.

A couple of years ago, a Ben & Jerry's franchise ice cream store opened at the main intersection of the Junction, a half-block away from Husky. Great location, bad idea.

Locals didn't even bother to redeem the Ben & Jerry's coupons, which had been handed out on the street, for one complimentary ice cream cone. There was no boycott. In fact, no one said much of anything. They just didn't show up at Ben & Jerry's, which closed less than a year after it opened. We're loyal in West Seattle.

West Seattleites visit Husky for more than ice cream. "You always

run into people you know," said Jack Miller. "It's a comfort thing to shop with people who know who your dog is and what you're all about. For some people, visiting Husky every day is a huge part of their life. They get recognized. Someone talks to them. People ask me questions like 'What should I do with my money?' or 'I need some dental work done, who should I call?'"

After the attack on September 11, 2001, "We were packed," said Miller. "People wanted to come to a place where they could be with their neighbors and friends."

Jack, one of nine children, is the sole member of his generation still working in the store. But the future is secure with the next generation of the Miller family, which includes twenty-four cousins, eight of whom are already working behind the counter.

One need only to see the smile on Jack's face to believe him when he says, "I love to do this. I have a relationship with almost everybody who comes in here. In my whole life, I've never not wanted to go to work. It's like a party for me all day long." **RO**

Robert Spector is the author of The Nordstrom Way to Customer Service Excellence and The Mom & Pop Store. Robert can be contacted at robert@robertspecter.com.





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TRADE SHOWS, SHOWROOM OPENINGS AND SPECIAL EVENTS

*MEGA GROUP
NATIONAL
CONVENTION*

*MEGA Group Spring
National Convention
was held March 9-13
in the Grand Hyatt,
San Antonio, Texas*





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MEGA Group USA Technology at Its N

FEATURED NATIONAL SPEAKER SCOTT DEMING EXPLAINS

MEGA Group USA, a leading national home furnishings buying group for furniture, mattress, appliance and electronic retailers, launched a new leading edge website programs exclusive for their members at the MEGA Group USA National Convention in San Antonio in March. Since 1984, MEGA Group USA has held national conventions every year for their members. This convention was the first of 2011 and was hosted at the Grand Hyatt on the Riverwalk. The second one will be in fall 2011 in Nashville, TN August 25-28.

At the San Antonio convention, MEGA Group USA unveiled to its members their WebFronts Premium website program. WebFronts Basic was first introduced in 2007 by MEGA Group USA to give their members a customized website with e-commerce capabilities that allowed them to have a dynamic web presence. With 80%+ of consumers searching online first before making a purchase, it is vital for every store to have a web presence. MEGA's WebFronts program allows their members to have this capability and compete online with the big box retailers cost effectively.

This year, MEGA Group USA is taking WebFronts Basic to a higher level by offering their members the Premium package that includes two tiers. The Premium Package is highly customized and features unlimited product catalog capabilities, advanced merchandising, price tools, unlimited shopping cart, advanced SEO techniques, automated rebate center and product comparison capabilities.

"We are excited to officially introduce this new website program to our members in San Antonio," stated Scott McFarland, director of IT for MEGA Group USA. "WebFronts is available to our members in all categories – furniture, bedding, appliances, electronics and lawn and garden. We already have the Premium Package live with a few of our members and they are experiencing an increase in traffic to their site and store."

"One of the reasons we are different from other buying groups is our passion to stay abreast of leading-edge technologies and constantly bring our members the latest in web-based and social media programs," explained Rick Bellows, president of MEGA Group USA. "WebFronts Premium gives our members a powerful presence online

1. Rick Bellows, president of MEGA Group USA, addresses members at their bi-Annual Show in San Antonio. 2. Serta display 3. Rick Bellows moderates a CE and Appliance dealer panel discussion concerning industry insights and trends. (L to Right: Dean Rockweiler, Rockweiler Appliance & TV, Decorah, IA; Sonny Graugnard, Graugnard's Furniture and Appliance, Donaldsonville, LA; Rick Bellows, President MEGA Group USA; Michael Fischer, Nielsen's, Spencer, IA) 4. Members at the Whirlpool booth.

Unveils Leading Edge ational Convention

HOW TO “SHOCK CUSTOMER SERVICE” BACK TO LIFE

that competes with any large retailer in the market. Members simply won't be able to get this type of technology and web presence this cost efficient on their own.”

ABOUT THE CONVENTION / SCOTT DEMING

MEGA Group USA opened the Convention on a Thursday in San Antonio with a golf tournament for participating members. This is a MEGA tradition and provides a good opportunity for members to network. The golf tournament was followed that evening by a welcome reception.

Friday, March 11 was filled with informative and educational seminars and workshops for the members all aimed at helping them run their business more successfully. Sessions included:

- Appliance, Electronic and Furniture State of the Industry Insights and Reviews
- Website and Social Media workshops
- Seminars on Disaster Recovery, Color Trends, Product Protection and Insurance Services
- Advertising and marketing training and planning
- Financial guidance and planning sessions

“We have found this day of workshops and training to be the most popular day of our conventions,” continued Bellows. “In this challenging retail environment, members have so little time to stay abreast of latest happenings and trends. Attending these workshops gives them additional insights and knowledge they need to run their business more successfully.”

The Convention's show opened on Saturday, March 12, but not before featured key note speaker Scott Deming delivered a powerful talk on how to bring customer service back to life. For 30 years, Deming has been a motivational speaker, author and consultant who has helped small business to multi-national corporations develop smart and effective sales training, marketing and planning techniques that positively impact the bottom line.

MEGA Group USA had a large attendance at this year's show with 800+ members registered and over 85 vendors exhibiting at the show. The show provided members the ideal setting to purchase product for their showrooms and take advantage of “show specials” MEGA offered. **RO**

5. Scott McFarland, Director of Information Technology for MEGA Group USA, explains the benefits of their New WebFronts Premium Program to a member. **6.** Samsung booth **7.** Displays at the show **8.** National keynote speaker and author Scott Deming addresses a crowd of 800+ MEGA Group USA members. **9.** Electrolux booth **10.** MEGA convention floor **11.** DreamFit booth **12.** Rick Bellows, president of MEGA Group USA speaks to 300+ Members at a CE and Appliance only breakout session.



First Quarter 2011 BizBuySell.com Insight Report

BUSINESS-FOR-SALE ACTIVITY IMPROVING OVER 2010

BUSINESS BROKERS REPORTED A TWO PERCENT INCREASE IN CLOSED BUSINESS-FOR-SALE TRANSACTIONS IN Q1 2011 VERSUS Q1 2010

BizBuySell.com, the Internet's largest marketplace for buying or selling a small business, released its First Quarter 2011 Insight Report on business succession trends.

The report, which aggregates business-for-sale transaction data provided by participating business brokers, shows a slight increase in business succession activity over the same time period in 2010. According to the BizBuySell.com Insight Report Data, the number of reported closed business-for-sale transactions in the United States rose by two percent, from 1,149 transactions in the First Quarter of 2010 to 1,172 in the First Quarter of this year.

"We've been predicting for quite some time that the business-for-sale market would improve as more financing becomes available to buyers," said Mike Handelsman, group general manager, BizBuySell.com and BizQuest.com. "While the market is not picking up as quickly as some would like, we expect a modest recovery to continue throughout 2011."

STRONGER FINANCIALS FOR SOLD SMALL BUSINESSES

BizBuySell.com also reports positive changes in the metrics that are used to value companies. Median revenue for businesses sold increased 8.1 percent from \$320,000 to \$346,000, while median cash flow increased 5.2 percent from \$80,000 to \$84,175. Notably, this is the first quarter in at least a year where both median revenue and median cash flow of sold businesses were up versus the prior year.

According to Handelsman, these significant increases demonstrate that struggling businesses are finally stabilizing their revenues and recovering from profit declines experienced during the recession. "You can't

sell a business that's in distress, but these positive changes suggest that small businesses are becoming healthy again, and many more business owners may now be able to address the opportunity to exit."

MEDIAN SALE PRICE FOR US BUSINESSES STABILIZING

According to the Insight Report, the median sale price for closed business transactions was up from \$150,000 in the First Quarter of 2010 to \$155,000 in the First Quarter of 2011, an increase of 3.3 percent. The median sales price for last quarter represents a recovery to a level not seen since the Second Quarter of 2010, but is still much lower than the quarterly median sales levels reported in 2009, which peaked at \$180,000.

"We seem to have hit the bottom in terms of sale price, as pricing has leveled out over the past several quarters, and is even up slightly relative to what it was a year ago," Handelsman noted.

BizBuySell.com projects that these positive changes in the business-for-sale market will continue through the year. The increases in median revenue and cash flow suggest that businesses looking to sell are getting healthier, allowing many business owners to exit their businesses. In addition, as lending institutions ease their restrictions, capital will become more readily available, expanding the base of qualified business buyers and making it easier for brokers and business owners to close sales.

ABOUT THE BIZBUYSELL.COM INSIGHT REPORT

BizBuySell.com is the Internet's largest marketplace for buying or selling a small business. The company releases its BizBuySell.com Insight Report on a quarterly basis, reporting changes in closed transaction rates, valuation multiples and other economic indicators for the small business transaction market. Closed transactions are reported to BizBuySell.com by business brokers nationwide. For more information, visit www.BizBuySell.com. **RO**

2011 •

UPCOMING EVENTS

• 2011

Father's Day — June 19

JUNE

14-16

NEOCON WORLD'S TRADE FAIR

NeoCon - Merchandise Mart
CHICAGO, IL
www.neocon.com

AUGUST

1-5

LAS VEGAS SUMMER MARKET

Las Vegas World Market Center
LAS VEGAS, NV
www.lasvegasmarket.com

21-24

NATIONWIDE MARKETING GROUP—PRIME TIME!

Gaylord Texan
GRAPEVINE, TX
www.nationwideprimetime.com

25-28

MEGA GROUP USA – FALL NATIONAL CONVENTION

Renaissance Hotel
NASHVILLE, TN
www.megagroupusa.com

28-31

BRANDSOURCE CONVENTION

Caesars Palace
LAS VEGAS, NV
www.brandsourceconvention.com

SEPTEMBER

2-7

IFA 2011

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www.ifa-berlin.com

8-10

CEDIA

Indiana Convention Center
INDIANAPOLIS, IN
www.cedia.net

28-OCT 2

CERSAIE

Bologna Exhibition Center
BOLOGNA, ITALY
www.cersaie.it

OCTOBER

22-27

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prior to the date so that it may be included in our Upcoming Events Calendar.

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Who's at the Door?

WHY THE APPLIANCE SERVICE INDUSTRY SHOULD CONTINUE MOVING TOWARD BACKGROUND SCREENING

To mixed reviews, the appliance service industry has begun moving toward required background screening for appliance service technicians that enter consumers' homes. This shift has been received with mixed reviews; however in this age of "heightened security" is a smart and necessary business decision.

You may or may not be familiar with the Sue Weaver case. In 2001 Sue Weaver was beaten, raped, murdered and had her home set on fire by a man who had been dispatched to her home to clean her ducts several months earlier. Unbeknownst to Weaver and the company that dispatched him, Burdines was a twice convicted sex offender.

While the case above is extreme, the reality is that bad things can and do happen, and if you haven't taken the steps to ensure that the people you are sending into your customers' homes are safe you can be found liable for whatever happens. Manufacturers, third-party-administrators and retail organizations have begun to realize this and take steps to protect themselves by requiring the technicians that represent them be background screened.

Pushback from independent servicers has come in varying forms, primarily objecting to being required

to have the same employees checked multiple times to satisfy multiple entities, concerns over costs, fears about making it easy for manufacturers with factory service to "poach" their service technicians and the awkwardness of asking a long time, trusted employee to suddenly prove that he or she is "safe".

Of all these objections, the most valid is multiple checks being required and the corresponding potential financial burden. Some entities requiring the checks have covered the cost of the screens and not passed them along to service providers doing their work. Others have required the service provider to pay for the screens and frame it up as a cost of doing business. There are ongoing conversations within the industry to find ways to streamline the checks through uniform requirements and the ability to share the results of one check with multiple entities.

While most of the manufacturers and TPAs requiring checks present a recommended company to do the work at a discounted fee, service companies have the option of using another company of their choice. This removes any concerns the service provider has about information about technicians being improperly shared. The downside to using another company is that it requires that the findings be manually

delivered to the entity requesting them and often times a surcharge from the background check provider of choice for accepting another company's work.

There's an often overlooked upside to having your technicians background screened. It's a safe bet that many of your competitors do not. Further, consider the feelings of your typical customer, who is very often a female home alone, and the concerns she has letting a stranger (often a man) into her home. Being able to promote the fact that your technicians have clean records and that you have taken the time, and made the investment, to be sure of such gives you a distinct promotional advantage over your competitors.

Brand Source Service is the service division of Brand Source. Brand Source Service is a not-for-profit association of independent appliance service companies based in Anaheim, CA. For more information about Brand Source Service please email services@brandsource.com or dial (714) 502-9620. **RO**

J.R. Zirkelbach, Director of BrandSource Service. BSS: Bringing profitability to the independent services. For more information, call 714.502.9620 or e-mail services@brandsource.com





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This holiday season consider giving the gift of RMHC. **Go to rmhc.org to donate.**

BrandSource Board of Directors Elects Andy Kersey as Chairman

Andy Kersey has been elected Chairman of the Board of BrandSource retailing group. BrandSource has 4,000+ independent dealer members creating \$14 billion dollars in retail sales. Kersey, who has been a member of the BrandSource organization since 1991 and has served in various positions on its Board since that time, also manages Hamlin & Kersey Home Center & Audio-Video Systems in Corbin, Kentucky.

“I’m honored and humbled that the BrandSource Board of Directors has committed their support to me as leader of this organization as we work to continue the success of our members across the U.S. and Canada,” said Kersey.

Kersey said he has plans to help BrandSource develop initiatives designed to benefit the neighborhoods and local communities in which its members do business. “Brand Source has made a strong and impressive commitment to Ronald McDonald House Charities,” he said. “Developing additional programs to reach ‘Main Street’ in all of our cities and towns would build positive and mutually beneficial relationships between our members and their customers.”

According to Bob Lawrence, CEO of BrandSource, Kersey’s appointment will help the organization evolve as it

implements new programs and services designed to maximize member growth and profitability.

“Andy is a consummate professional with a keen understanding of the retail landscape and its continued evolution,” said Lawrence. “I’m confident that Andy will inspire our organization and help spark new ideas as we continue to grow.”



Kersey, who hails from Evansville, IN, lives in Corbin, KY with his wife, Tina. They have three daughters. He serves as Vice President of the Southern Kentucky Chamber of Commerce and is an Ordained Deacon at Immanuel Baptist Church in Corbin, Kentucky.

For more information about Hamlin & Kersey Home Center & A/V Systems, please call 606-528-0662.



Based in Anaheim, Calif. and founded in 1969, BrandSource is a 100 percent member-owned merchandising group with nearly 4,500 independent dealer members in North America, and close to 3,000 “branded” stores in the United States. BrandSource retailers are known for offering local consumers an unparalleled customer service experience, along with a


“neighborhood expert” source when they’re in the market for appliances, consumer electronics, flooring and home furnishings. For more information on becoming a retail supplier or partner, please call 1-800-920-6984 x1. **RO**

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Dealers Give Rave Reviews on Business and Leadership Management Conference

According to Nationwide Marketing Group (NMG), over 100 business owners and their top managers attended the first Business and Leadership Management Conference held on April 3-5, 2011 at the American Airlines Conference Center in Fort Worth, Texas.

“We were overwhelmed by the positive feedback we received from dealers who attended the conference,” said Robert Weisner, chief executive officer of Nationwide Marketing Group. “Many dealers confirmed that no other organization in the industry is offering this kind of educational opportunity for independent dealers to improve their businesses.”

The interactive 3 day conference included 15 courses including topics on email & web marketing, merchandising, customer service, financial management, strategic and succession planning.

Edward Knodle, national director of member services for Nationwide and former executive director of NARDA, saw the need for independent dealers to get back to basics. Knodle and Elly Valas, Member Services Director of NMG, led the charge in creating a conference that would do just that, teach dealers the fundamentals of running a business and ensure their continuity in the new marketplace.

“We brought in the very best in the



industry including a pool of experts from Nationwide,” said Knodle. “I am extremely happy with the turnout and we already have a waiting list of dealers who want to attend the next conference that will be scheduled later this year.”

Nationwide Marketing Group, the premier buying and marketing organization for appliances, electronics, furniture and rent to own independent dealers in America, is known for providing educational opportunities for their members. The organization offers a host of online learning programs and business courses at each of their PrimeTime! buying show and conference events.

“For 40 years, we have been committed to supporting the independent dealer,” said Weisner. “Our members can expect us to continue to provide them with the learning resources and programs they need to be leaders in their markets.”

For more information on the Business and Leadership Management Conference contact Elly Valas at 303-316-7569 or elly@ellyvalas.com

To learn more about Nationwide Marketing Group including an invitation to the next PrimeTime! buying show and conference being held in Dallas, Texas at the Gaylord Texan on August 21- 24, 2011 call 336-722-4681 or contact memberinfo@nationwidegroup.org **RO**

VP OF GE NAMED NEW EXECUTIVE VICE PRESIDENT, NATIONWIDE MARKETING GROUP



Bilas

Nationwide Marketing Group has named David Bilas as their new executive vice president.

“David brings with him years of executive and management experience in highly respected companies within the retail industry such as GE, Whirlpool and Hitachi,” said Robert Weisner, CEO of NMG. “He has demonstrated considerable

strength in areas particularly critical to the independent dealer and understands the challenges they face which will only enhance our ability to service our membership.”

David Bilas, current vice president of appliance sales with GE Appliances and Lighting, is no stranger to the independent dealer. Growing up, his father owned TV sales and service stores in Southern California.

“I have always been a strong advocate of the independent dealer throughout my personal life and professional career,” said Bilas. “I am very excited to join Nationwide to continue serving this channel and enhancing their position in the market.”

Previous to GE, Bilas held positions at Whirlpool and Hitachi including VP Sales of Warranty Management Group, GM Retail National Accounts, Area Manager- Western US, and GM Retail Sales.



Weisner

As Executive Vice President of NMG, Bilas will be responsible for overseeing their appliance and electronics marketing and merchandising divisions. He will fully transition into this new position by midsummer.

Earlier this year, NMG announced the retirement of their Co-founder and President, Ed Kelly. At that time, Robert Weisner assumed responsibilities as the Chief Executive Officer together with Les Kirk, Chief Operating Officer; working closely with other senior merchandise leaders Adam Thomas, Mike Decker, Richard Weinberg and Doug Schatz. **RO**



Kirk



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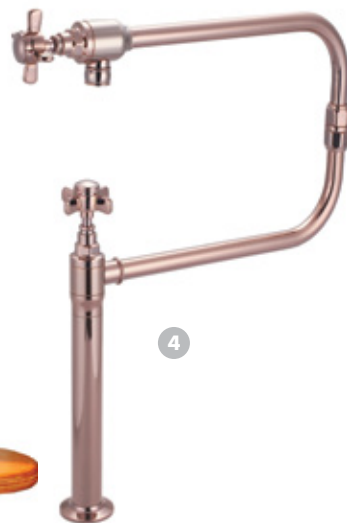
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12

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| continued on page 64 |



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New Freestanding Refrigerators from KitchenAid:

MORE STORAGE, BETTER PRESERVATION, ADDED VERSATILITY

What if your favorite produce and deli delights could last 25% longer? What if you didn't have to toss out all your fruits and vegetables after returning from a long weekend getaway? Exclusive improved energy efficiency and temperature management are among the advancements found in the latest freestanding refrigerators from KitchenAid that allow your delectable groceries to stay fresher for longer. New models include Four-Door French Door Bottom freezer and side-by-side configurations, both promising the best preservation in the industry.

"Cooks will find that our newest refrigerators offer more than a beautiful exterior design," said Debbie O'Connor, senior manager of brand experience for KitchenAid. "Inside they'll find innovative storage options and improved preservation capabilities that keep ingredients at their freshest longer."

NEW SIDE-BY-SIDE REFRIGERATOR MODELS

The new collection of KitchenAid side-by-side refrigerators features the Preserva™ Food Care system with a Sequential Dual Evaporator System, a distinctive technology that optimizes humidity levels to help keep food fresher longer. A dual evaporator system allows the refrigerator and freezer compartments to run independently, monitoring temperatures for both sides and priority is given to the compartment that deviates

the most from the set temperature. The system features a unique FreshFlow™ Produce Preserver in one of the crispers that helps slow the ripening process by absorbing and releasing ethylene gas naturally produced by some fruits and vegetables while filtering the air to reduce refrigerator odors.

The new side-by-side refrigerators feature removable, easily adjustable, and dishwasher-safe door bins; a removable In-Door-Ice® System for easy serving; and interior lighting for easily monitoring ice levels. Additional features include removable PUR® Water filters located inside the refrigerator, 10-point progressively-brightening LED lighting, and electronic controls with temperature display.

NEW FRENCH DOOR BOTTOM FREEZER MODEL

The latest Four-Door French Door Bottom Freezer refrigerator provides a new level of convenience, organization and roominess, and with a 30% ENERGY STAR® qualification, this model is one of the most efficient four-door refrigerators on the market.

The KitchenAid® Four-Door French Door Bottom Freezer Refrigerator features a FreshVue™ external refrigerated drawer, the largest of its kind, with adjustable temperature settings that are ideal for produce and deli items. A dedicated compartment in the drawer allows for more fresh food storage than

in two standard crispers found in comparable models, and four solid dividers in the drawer can be configured into five different compartments to help maximize organization. A ClearVue™ top on the drawer optimizes visibility to help easily keep track of ingredients and fresh foods.

A premium external water and ice system features light-touch controls, and a measured fill allows for dispensing specified quantities of water in ounces, cups or liters. The Max Cool feature ensures that temperatures are maintained and food stays cold even during high use and when the refrigerator is in Star K Certified Sabbath mode.

For easy operation and stability, both French Door and Side-by-Side models feature a SatinGlide® Max System that uses stainless steel ball bearing rollers to allow shelves, racks and crispers to extend smoothly, even when fully loaded.

The new side-by-side model will be available in white, black, monochromatic stainless steel and monochromatic Satina coating at suggested retail prices ranging from \$2,199 to \$2,899. The Four-Door French Door Bottom Freezer model will be available in monochromatic stainless steel with suggested retail price of \$2,999.

* Based on a 2010 survey, KitchenAid was found to be the home kitchen appliance brand chosen most often by members of the International Association of Culinary Professionals. **RO**

Fresher Longer.

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KitchenAid® side-by-side refrigerators take freshness to new levels with the Preserva™ Food Care System. Sequential dual evaporators provide independent control of temperature and humidity to minimize freezer burn and keep produce fresher. This innovative approach to food preservation also includes features that reduce common food odors and delay over-ripening of produce.

The Preserva™ Food Care System adds innovation to a well-equipped kitchen. And it's only available from KitchenAid. These refrigerators will be available to order beginning third quarter 2011. Contact your regional representative to ensure timely delivery to your store.

*Compared to the leading premium brand refrigerator with dual evaporators. Based on commonly purchased produce stored in the crispers.



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For additional information about KitchenAid® appliances, visit KitchenAid.com

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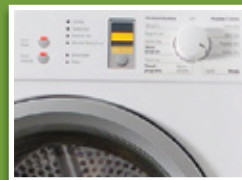
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LAUNDRY



Beyond Energy Star:

SensoTronic Plus technology makes continual adjustments based on weight, water level, temperature, etc. to exceed Energy Star standards.



More than green:

With greater capacity, near silent spin cycles, WrinkleBlock technology and more – Axxis is better, not just greener.

Bosch has earned the EPA's 2011 Energy Star Sustained Excellence Award. And Purcell Murray is proud to partner with them by bringing you Bosch Axxis Laundry. For more information, visit one of our exquisite showrooms, log on to our culinary blog or call **866.345.8521** to speak with one of our product experts.

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