



# ROCKY MOUNTAIN FABRICARE ASSOCIATION NEWSLETTER

SERVING THE DRYCLEANERS OF COLORADO, UTAH, AND WYOMING

## OUR EXCELLENT RMFA WEEKEND CONFERENCE AND BI-ANNUAL SPRING SHOW 2006 REVISITED

By: Joe Blaha - RMFA Education Committee



Another RMFA weekend under our belts and the time to share our cumulative benefits and experiences. From the highs of a great meal and full house in the wine cellar at the Blue Star restaurant and Richards inspired “lets stand up one by one and say something touching, interesting, or funny (Dave, Jeff and Dean brought down the house) ...to the lows of wondering how could such an

enjoyable and informative quality weekend be attended by so few. In customary fashion I would prefer to revisit the positive. So we will address our recognition that our “Show” format needs a radical change to attract more people which in turn affords vendors and speakers (not to mention, the planners) the incentive to get revved up for another “Show”.

Our weekend began with the Friday morning “Microfiber Masters” golf tournament at the Gleneagle Country Club. It was cold, foggy (a very good rendition of San Francisco sneaking up on Pikes Peak) and in spite of the conditions it was great fun as promised but with lots more Kleenex and spiked coffee than usual. The proceedings at the Sheraton began Friday evening with a welcome reception and table top display with a large group headed out to the Marigold Cafe for dinner and back to the RMFA playhouse at the Ewing suite for more entertainment.

Our Saturday program of “Growing Your Business Through Excellence” followed our breakfast and table top gathering. Our first program featured Joni Canterbury from the Colorado Department of Health Small Business Assistance Program (SBAP) and Kathryn Stewart with the Generator

Assistance Program (GAP). Their offering was great as they reviewed the highlights of several weeks visits to operating cleaning sites and they photographed the good-bad-and ugly that they encountered. With the visual aids and up to date reality of what does or doesn’t fly with site inspectors it made it much easier to appreciate what needs attention and what raises red flags.

Lorrie Janick was our second presenter and offered a host of practical methods of retaining customers. This methodology was focused on the myriad aspects of information that can be mined from customer histories and interactions using tools within everyone's computer system. It also was compelling as she outlined the established steps to long term customer retention. As I looked around I noticed many in the room taking copious notes.

Our luncheon session was highlighted by the presentation of the “Dry Cleaner of the Year Award” to Steven Tolz and John Waldman of Dependable Cleaners and Shirt Launderers. Their high profile within the community, excellence in marketing and the outstanding contribution made each year with the coats drive were all recognized in this award. Our presentation of “Allied Trade Person of the Year” was a little

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*Rocky Mountain Fabricare Association  
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# President's

By: Brad Ewing  
Nu-Way Cleaners

# Message

Once again RMFA held its annual conference and those in attendance walked away with some valuable information. We started the day with a presentation from Joni Canterbury from the Small Business Assistance Program, and Kathryn Stewart from the Generator Assistance Program. They showed us a slide show of what it looks like out there in the real world when you are out of compliance. Based on the show we saw there are many of us in this industry that could really use a visit from Joni and/or Kathryn. The next presenter was Lorrie Janick from Craft Training Partners with an informative presentation related to Customer Retention. During the lunch break we gave our awards for "Dry Cleaner of the Year" and "Allied Trades Person of the Year". The "Dry Cleaner of the Year" award went to Steven Toltz and John W. Waldman of Dependable Cleaners and Shirt Launderers. We stepped slightly outside the box for the "Allied Trades Person of the Year" and gave the award to Joni Canterbury from SBAP for all that she does for our industry. Lunch was followed by a "State of the Industry" presentation from our IFI director Dave Silliman. This was followed by a very interesting presentation from Tom Janick on "Lean Manufacturing" and how it relates to production in our industry. The day was closed out by Tom Janick and Dave Silliman with a discussion of IFI's "Award of Excellence". Everyone in attendance got a little something from the programs to take home and implement to make their business run a little better. They also walked away with valuable information that they received during the non program times talking with fellow members of the same industry. We will be meeting soon to discuss the location and dates for next year so keep an eye out for information in the coming newsletters.

Oh I almost forgot in addition to the day of programs we also managed to have a lot of fun. There was a group of 15 that braved sub 40 degree drizzly weather and played golf on Friday. We also managed to enjoy a great deal of food and drinks. Fun and education what a great way to spend a weekend.

### RMFA MISSION STATEMENT:

The purpose of the ROCKY MOUNTAIN FABRICARE ASSOCIATION is to enhance the image and viability of the fabricare industry through education, and development of the skills, talents and professionalism of its membership.

### RMFA PURPOSES AND OBJECTIVES:

To promote, develop and protect the interests of the garment and textile maintenance industry. To improve the quality of services rendered by the industry by providing an opportunity for the exchange of experiences, ideas and opinions through meetings, discussion and educational programs. The primary goals of the RMFA are to develop and encourage the practice of high standards, professional conduct, safety, and environmental excellence within the workplace among members of the dry cleaning industry.



## High Flash Hydrocarbon Solvent and Stain Removal

First of all, let's clear up the confusion surrounding the term Hydrocarbon Solvent. Hydrocarbon and petroleum are synonymous terms. In other words, hydrocarbon solvents and petroleum solvents are the same thing, and the idea of using petroleum solvents in drycleaning is certainly not a new one. Hydrocarbons have been used for drycleaning as far back as the 1860's. Prior to 1960, large central plants using petroleum solvent dominated the industry. Perc later became the preferred solvent as regulations related to fire and explosion safety prevented the use of petroleum in many locations. In addition, perc offered easier distillation and recovery among other benefits related to the establishment of smaller "package plant" operations. However, even today, hydrocarbon (petroleum) solvent continues to be used by about 20% of the industry, and that number is growing steadily. Relatively recent petroleum product and equipment developments, coupled with the increased regulation of perc have focused new attention on hydrocarbon solvents.

Hydrocarbon (petroleum) solvents have traditionally been classified into four categories. The first is Stoddard solvent, having a flash point between 100°F and 139°F. Quick Dry, Odorless mineral spirits, and 140°F are the other three. The newer synthetic hydrocarbons have flash points typically in the 142°F and above range. These hydrocarbon solvents are derived from a significantly finer cut of crude oil and are of very high purity with most of the aromatics normally associated with petroleum solvents removed. This means that these solvents are essentially odorless and leave no residual odor on the processed garments.

Now we can clear up the misconceptions surrounding stain removal agents and their use with high flash hydrocarbon solvents. The perception in the marketplace today is that if you switch to a high flash hydrocarbon solvent, then you must change your stain removal agents and procedures. This perception is false. First of all, many of these "specially formulated for use with hydrocarbon" stain removal agents were designed to flush out in hydrocarbon solvent to promote ease of use. This ease of use however, comes with a price in the form of less effective stain removal and possible detrimental effects to the purity and overall cleaning ability of the solvent even after distillation. Proper spotting procedures require that stain removal agents be flushed from the garment and dried prior to drycleaning. This is

particularly true of all "dry-side" agents as well as protein and tannin formulas.

The practice of applying stain removal agents to garments and simply throwing them into the wheel as a shortcut to proper procedure has grown exponentially over the last 15 to 20 years. This is the result of misinformation and lack of proper training in the drycleaning and stain removal areas of our business. The practice of flushing your stain removal agents in the machine also increases the risk of garment damage not only to the garment with which the stain removal agent was applied, but potentially to other garments in the load as well. This is evidenced by the fact that color loss/damage due to improper spotting ranks 2nd in the list of damages attributed to cleaners from garments analyzed by IFI's International Textile Analysis Laboratory. Regardless of the solvent in use, proper stain removal procedures remain the same and need to be adhered to for safe removal of stains, proper care for your customers garments, longevity of your equipment, and ultimately the success of your business.

Robert Stine  
Area Sales Manager  
R.R. STREET & CO Inc.

<p><b>Have Problems with LINT? ODOR? STATIC? GRAYING?</b></p>	<p><b>WE HAVE Solutions!</b></p>
	<ul style="list-style-type: none"> <li><input type="checkbox"/> Complete Process Design &amp; Programming</li> <li><input type="checkbox"/> Solvent Additives</li> <li><input type="checkbox"/> Alternative Technology</li> <li><input type="checkbox"/> Stain Removal Agents</li> <li><input type="checkbox"/> Filtration</li> <li><input type="checkbox"/> Wetcleaning</li> </ul> <div style="text-align: right;">   <a href="http://www.fastreet.com">www.fastreet.com</a> </div> <p>Contact Your Local Street's Area Sales Manager today for <b>Expert Solutions</b> to Your Fabricare</p> <p>Process Problems and Questions:</p> <p><b>Robert B. Stine</b>  Phone: 720-348-9681  Mobile: 303-506-7783  E-Mail: stinerbs@aol.com</p>

# UTAH UPDATE

By. Sharon Dutcher, CED



We have been having headaches with our shirt department: poor production numbers, way too many touch-ups and, even worse, frumpy looking shirts. We were at our wits end trying to rectify this situation. When Richard Reese of Your Valet Cleaners mentioned that he was bringing a consultant with great shirt production credentials to his plant I begged him to allow us to share expenses and use her services for a day. He was generous: we got two days.



Liz Davies is the woman pressing perfect shirts at the Unipress booth during trade shows. She also works for a high-end cleaners, Bee Tailors and Cleaners in Portland, Oregon and in addition, has her own consultation business. Liz is high energy and very experienced in quality control and production standards. We could not have asked for a better consultant.

We are a small enterprise and had never employed a consultant before so we were not sure what to expect or how to prepare. Our employees were nervous, Clifford and I were anxious: it is not easy being judged even if it is for your own benefit.

Wow! What an intensive two day experience it was! We spent the first day at the shirt laundry. Liz immediately focused on the pressers and gave instructions on how to lay the shirts to get a better result. She showed us a few neat tricks we had never seen before that made a big difference in the end result. By the end of the morning, she had identified three serious defects in our shirt machine functions and told us what was needed to get it back into top shape. She recommended a different, and fairly inexpensive, piece of equipment for our touch-up press and made suggestions about other helpful finishing aids. We then went on to cleaning formulas, how employees could best be utilized, assembly aids and processes, etc. It was an extremely thorough and detailed examination of our procedures.



The next day at the dry cleaning plant we followed the same program. Liz worked hands-on with the pressers, demonstrating techniques and explaining quality issues. Over the years, with one presser training the next presser, we had developed some

continued on page 10...

## EQUIPMENT FOR SALE

Forenta's Top of the Line 3 Pc. Shirt Unit including:

- Magna Double Buck w/vacuum
- Stacked collar and cuff unit
- Sleever

\*unit is only three years old and has been impeccably maintained and serviced.

Please call Jeff Lavelle  
Summit Cleaners  
719-290-6315

## EQUIPMENT FOR SALE

- Two Cissell Dryers - 50 Pound
- 60 Gallon Compressor - New
- One Rema Dri-Vac
- One Cissell Garment Topper
- Fulton Boiler - 1989

**Camelot Cleaners**  
Jesse Daldos - (970) 214-2576  
725 S. Lemay Avenue  
Fort Collins, CO 80525

**Quality  
Quality  
Quality**

**...three words  
to describe our  
Suede & Leather  
cleaning.**

... and we know how  
to clean those items our  
competitor rejects.



**Front Range LeatherCare**

**303-839-5099**

## Upcoming Events for 2006-07

June 27, 2006

Advanced Spotting/Bleaching Seminar  
Art Cleaners - Boulder, CO

June 28, 2006

Advance Spotting/Bleaching Seminar  
Dry Cleaning Station - Littleton, CO

June 11-14, 2007

Clean Show '07  
Las Vegas Convention Center

August 1-4, 2007

TCATA Annual Management &  
Educational Conference  
Silverado Resort - Napa, CA

## EQUIPMENT FOR SALE

<a href="#">American Pneumatic Heat seal machines</a> \$900 up	<a href="#">Forenta Bantam 3 piece Shirt Unit</a> \$4,700
<a href="#">Bishop-Freeman Shirt Folding Table</a> \$1,100	<a href="#">Frebon Pillow Cleaning Machine</a> \$1100
<a href="#">Cissell Pant Topper</a> \$500	<a href="#">Juki Electric Button Sewing Machine</a> \$1,600
<a href="#">Cissell Puff Irons</a> \$125 up	<a href="#">Permac 35# Perc DC Machine</a> Make Offer
<a href="#">Cissell Pre-Spot Tank</a> \$150	<a href="#">Pfaff Commercial Sewing Machine</a> \$150
<a href="#">Chandler Button Sewing Machine</a> \$1200	<a href="#">Pillow-Vac Pillow Cleaning Machine</a> \$1,100
<a href="#">Chansew Electric Button Sewing Machine</a> \$1,100	<a href="#">Puritan Vanguard 14 Filter</a> \$600
<a href="#">Cool Air Evaporative Cooler</a> \$500	<a href="#">Shirt Cone</a> \$225
<a href="#">ElectrOzone Generator</a> \$150	<a href="#">Singer Patch Machine</a> \$500
<a href="#">Exxis Lap Time Surveillance System</a> \$995.00	<a href="#">Singer Industrial Sewing Machine</a> \$375
<a href="#">Forenta Heated Collar Cone</a> \$175	<a href="#">VeriFone Credit Card Reader</a> \$100 up
	<a href="#">VeriFone Credit Card Receipt Printers</a> - \$100 up

**THIS EQUIPMENT IS LOCATED IN COLORADO AND IOWA.**

Call for more information - 970-353-7873

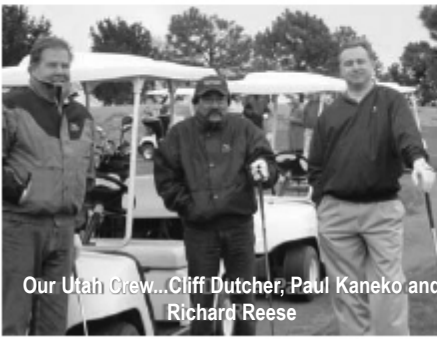
**Jim Nixon - Nu-Way Cleaners**

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[www.thecleaners.net/equipment.htm](http://www.thecleaners.net/equipment.htm)

# 2006 RMFA ANNUAL CONFERENCE ~ COLORADO SPRINGS, CO



Our Utah Crew...Cliff Dutcher, Paul Kaneko and Richard Reese

Ruth Lynch, Chuck Lynch, Joe Blaha & Pam McGillis



Jim Douglas, Bob Stine, Robin Fryberger & Dean Robinson



Brad Ewing, Jim Nixon, Mary Marta and Jim Patterson

## RMFA MICROFIBER MASTERS GOLF TOURNAMENT



Jim Nixon - Terminator...for knocking out a golf tee

"Drycleaner of the Year" recipient - Dependable Cleaners & Shirt Laundry



Bob Stine, One of the 1st Place Teams



"Allied Trade Member of the Year" recipient - Joni Canterbury-SBAP

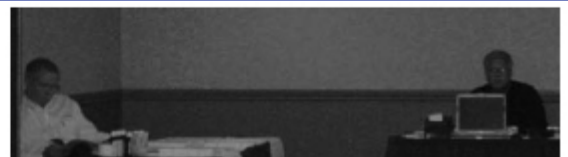
## RMFA AWARDS LUNCHEON



CCG/Fabricare Systems



Spot Business Systems



Kreussler, Inc. and DCCS



Seitz, Inc.

- 2006 EXHIBITORS:**
- |                       |                       |
|-----------------------|-----------------------|
| A.L. Wilson Chemical  | Kreussler, Inc.       |
| CCG/Fabricare Systems | R.R. Street & Co.     |
| DCCS                  | Seitz, Inc.           |
| Front Range Leather   | Spot Business Systems |
| GreenEarth Cleaning   | Sundance              |
| Katzson Brothers      | Environmental         |



A.L. Wilson Chemical Co.

## RMFA 2006 TABLE TOP DISPLAYS



Joni Canterbury, SBAP & Kathryn Stewart, GAP

Lorrie Janick, Craft Training Partners



Tom Janick, Craft Training Partners



Dave Silliman, District 7 Director

## RMFA EDUCATION

Our Excellent RMFA Weekend Conference continued from page 1...

non-traditional as we reached outside the vendor-supplier definition to recognize Joni Canterbury of the SBAP. Joni was seen as especially deserving as she has been our unfailing mentor through the regulatory mine field. Her mission to achieve compliance has only been overshadowed by her ability to direct her efforts in a positive and supportive fashion. Hearty congratulations and a good lunch make fine such companions.

Dave Silliman our District 7 director presented our "State of the Industry" report and explored many of the states attempts to implement an environmental action fund. He also addressed the IFI's Award of Excellence program and the growth of alternate solvents within the industry.

Our second afternoon session was presented by Lorrie's Husband, Tom, who explored the development of focused production criteria such as "Lean Manufacturing" or more simply the fine tuning of production requirements and team capabilities. Tom also explored some of the aspects of the Award of Excellence program and a program for scoring the level of mastery within our member plants.

Saturday evening found our group over booked for the dinner at the Blue Star restaurant but for those who managed to get seated a truly good time was had by all.

Following our dinner it was back to the Ewing study hall for extra credit pursuits.

Well...we did it again...provided an excellent weekend of events, speakers, golf, wine, fine dining, allied trade representatives. Those in attendance had a great time, benefited from the contacts and information offered and we believe received excellent value for their time and money. The reality is that this format just doesn't seem to draw enough participation from our tradespeople. So, at the Sunday morning planning session we have decided to head into the direction of live demonstrations with operating equipment on the latest technologies i.e. tensioning, wetcleaning, spotting, finishing, etc. This venue if our planning bears fruit will be presented in Denver in two years. Next year we will take our conference to the Western Slope to enjoy the wine, golf, weather and one another in Moab, Utah our present target. We obviously will keep everyone posted on our progress so stay tuned. Our thanks to everyone who helped with the planning and performance of this years conference especially our speakers, committee members, vendors, and Nicole Plese, our hardworking RMFA Administrator. Always strive to be excellent and we hope to see you next year.

## THANK YOU TO ALL OUR SPONSORS AND EXHIBITORS!!

### First to Our Generous Hole Sponsors:



### Our Wonderful Exhibitors:

- A.L. Wilson Chemical Company
- CCG/Fabricare Systems
- DCCS
- Front Range Leather
- GreenEarth Cleaning
- Katzson Bothers
- Kreussler, Inc.
- R.R. Street & Co., Inc.
- Seitz, Inc.
- Spot Business Systems
- Sundance Environmental Consultants

## IFI TO EPA: SHOVE IT! YOU HAVE NO AUTHORITY FOR WORSE PARTS OF PROPOSED PERC AIR STANDARD

"The EPA has grossly overstepped its statutory authority and has done everything it can to use a risk number other than its own in order to throw out spectacular but dishonest statistics," IFI CEO Bill Fisher said, summing up IFI's position on the way the Agency has gone about justifying its proposed changes to the perc NESHAP standard.

"In 1992, after many years of working with EPA on the multitude of standards that they have put on the dry cleaning industry, there were at times strong disagreements but also a climate of mutual respect and honesty," Fisher said. "With the proposed NESHAP revisions, however, EPA's Air Office is blatantly disregarding the Clean Air Act Amendments of 1990 and the extensive and crystal-clear legislative history with respect to small area sources for which GACT [Generally Available Control Technology] standards were imposed. And if they are claiming that there is room for interpretation, they are being intellectually dishonest."

Challenging the EPA's authority to impose new risk-based standards for small perc dry cleaning facilities, IFI weighed in on EPA's proposed National Perchloroethylene Air Emission Standards for Dry Cleaning Facilities in public comments submitted to the Agency March 23. The comments were submitted on behalf of IFI and its affiliated member companies.

IFI's position focuses on Congress's legislative intent when the original NESHAP regulation was enacted with respect to small businesses like the dry cleaning industry. In its public comments to the Agency, IFI maintained while EPA "has statutory authority to regulate major sources which are controlled under MACT [Maximum Achievable Control Technology] provisions in the original NESHAP," the agency "does not have authority" to review technology-based GACT standards and revise those standards, as necessary, taking into account new developments in practices, processes, and control technologies.

According to the comments IFI filed, "The critical part of the statutory language [of the Clean Air Act Amendments] in § 112 (d) (5) is 'in lieu of' which clearly means 'in place of' or 'instead of.' As written, § 112 (d) (5) makes it abundantly clear that promulgation of a GACT standard mandates that EPA has irrevocably chosen that path for the affected area sources, and it may not later equivocate and seek to impose standards based on residual risk as set forth in § 112 (f) (5)."

"And why is IFI familiar with this section?" Fisher said. "Because the language-and in particular the 'in lieu of'-came

from an IFI-sponsored amendment in the U.S. Senate. And the crystal-clear legislative history? Senator Steve Symms (R-ID), then Chair of the Senate Environment Committee, and Senator Daniel Moynihan (D-NY), the ranking minority member, made extensive remarks in the Congressional Record stating that they had no intention of EPA coming back on the dry cleaning industry with residual risk standards!"

Moreover, Fisher stated, "The Agency is disregarding its own official position on perc and has willfully mis-stated it to be a probable human carcinogen. On top of this, as they calculated risk, they have deliberately overstated the risk by a tenfold factor and more under the guise of providing a range of risk estimates. To be even more specific, there have been a number of studies of human metabolic rates of perc, and they have all clustered tightly and have agreed with each other-save for one. That one is a very old Japanese study whose authors have since stated that their findings were high by tenfold.

"Would you care to guess which risk number EPA chose to use? They will, of course, try to draw your attention away by telling you it is the California EPA number. What they don't tell you is that the Cal EPA number was developed 14 years ago and in fact is U.S. EPA's number changed by putting in mouse metabolic rates rather than human rates. As California claimed at the time, 'Our statutes won't let us use human metabolic data, even though good data exists.'

"Bottom line: The EPA has grossly overstepped its statutory authority and has done everything it can to use a risk number other than its own in order to throw out spectacular but dishonest statistics."

### **IFI's Conclusions and Recommendations**

While objecting to EPA's tactics and purported justifications for the residual-risk based proposals on small plants, IFI stated its support for the proposed standards for major facilities, as well the general equipment and operational requirements that EPA does have the authority to do. That includes an enhanced Leak Detection and Repair Program and a requirement that new or reconstructed facilities use fourth-generation equipment or better.

Furthermore, while EPA lacks the authority to propose residual-based risk regulations on co-residential area sources, or to propose a ban on perc in those locations, IFI stated it "believes the adoption of a regulatory option based on the New York State Part 232 requirements is appropriate" and within EPA's authority.

# Can you test your CSR's knowledge of stains, fabrics & processes?

By: Steve Boorstein



When I was in the business, I spent an inordinate amount of time training technical staff - from marking-in to cleaning, pressing and inspection.

I spent the same amount of time and energy training my Customer Service Representatives (CSR) in customer etiquette, fabric identification, stain removal - including time on the spotting board - pressing shirts, finishing, and packaging. We even took CSR's on plant tours to our leather cleaner.

As owners, we all want to know that our customers' needs and questions are being answered fully and accurately. By not understanding stain removal, leather care, bridal cleaning and preservation and many other technical data, CSR's are unwittingly losing customers and dollars. Speaking with knowledge and confidence about "everyday" clothing and big-dollar items can build counter and route business - boosting the bottom line tremendously. People tell people about great customer service.

## **Training Philosophies**

Like many hands-on owners, I spent a lot of time at the counter personally teaching CSR's the rudiments, of what took me many years myself to learn. By educating CSR's and showing them how interesting our business can be, our employee retention dramatically improved. I had one store - albeit a multi-million dollar operation - so spending time at the counter was just a 15 foot walk from my office. For owners of multiple stores and owners that cannot personally provide this valuable one-on-one training at the counter - this job would go to managers and team leaders.

However, whether owner, manager, or team leader ... training at the counter is an overwhelming task and we rarely get the opportunity to train during slow periods!

## **Tools and Solutions**

I envisioned a test or a series of tests for CSR's that could do the work of many team leaders, over weeks of training: Tests that would contain most of the questions our CSR's encounter daily. Tests that teach, train, assess and reveal an employee's real aptitude for our business ...

Tests that can be used for screening applicants and new hires, and for existing employees that need more training: Tests that assess whether an employee is ready or deserving of a raise ... something concrete, with definitive answers.

## **On-Line Testing**

I answered the "call to action" by designing on-line tests that fill all these needs. Here's the story:

- Tests are designed specifically for CSR's
- Tests are available on-line from any computer at the store or at home
- Test results can be emailed to the manager or owner
- Take a single test or a series of tests for less than \$30 per employee
- Best of all, you do not have to develop, administer or grade these tests!

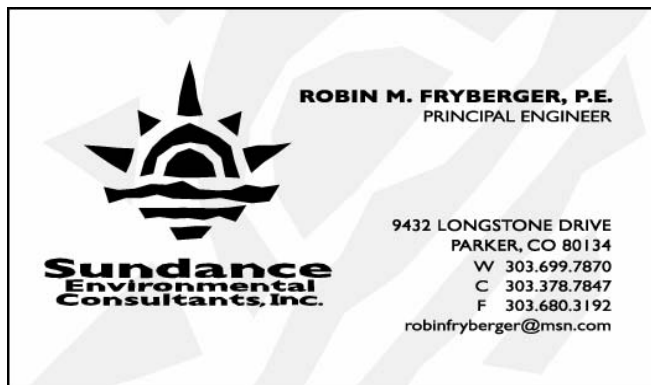
## **Sample Tests**

All tests examine inspection, stains, repairs, finishing, pre-existing conditions and a host of details that are specific to the garment type for:

- Shirts
- Blouses
- Jackets
- Slacks
- Sweaters
- Wedding Gown Cleaning: New and Heirloom
- Wedding Preservation
- Leather and Suede
- Household
- Accessories

It is my job, as a contributor to this newsletter, to help drycleaners improve their business and quality of life - on a day to day basis. I am very excited about these tests and what they are doing for CSR's all over the country.

Check out [www.testmycsr.com](http://www.testmycsr.com) to learn more about these tests and what they can do for you and your employees. Good luck!



sloppy habits. There was some initial resistance but by the end of the day everyone was delighted with the finished product. We again discussed possible equipment additions, pressing aids (she consigned my tie stretcher to a museum!), and assembly and bagging supplies.



It was a lot to absorb. We are now in the process of implementing and adapting the things we learned into procedures that fit our

business. If you have never had an outside consultant review your plant, I highly recommend the experience. We are inviting Liz back in six months for a refresher course.

Many good consultants can be found through trade magazines or word of mouth. If you are interested in Liz's services, her number is 503-702-4444.



## DRYCLEANERS PAYING MORE FOR GOOD HELP

By: American Drycleaner

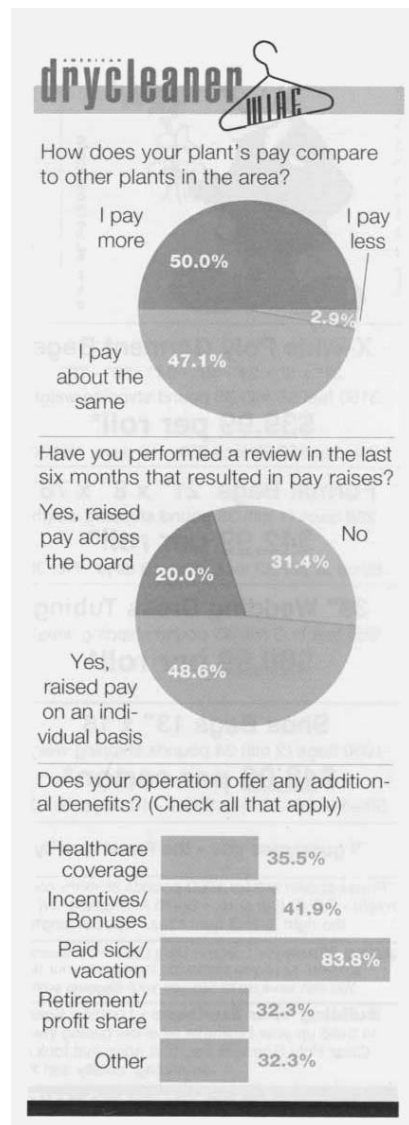
With unemployment low and consumer prices going up, many plants report they are paying more to attract and keep good staffers, says the most recent survey to appear in the *Wire*, American Drycleaner's e-mail newsletter.

Asked how their wages compare to other plants in their market areas, half (50.0%) of drycleaners responding to this month's *Wire* survey say they pay more, while 47.1% "pay staffers about the same" as competitors' plants.

Two-thirds of drycleaners report performing a review of compensation during the last six months that resulted in pay raises, with 20.0% of respondents saying they raised pay across the board and 48.6% granting raises on a case-by-case basis; 31.4% did not raise pay.

Beyond the paycheck, drycleaners offer a variety of benefits they feel help attract and keep good employees. Paid vacation and sick time was the number one benefit offered, with 83.8% of respondents reporting; 41.9% of respondents offer incentives and bonuses; 35.5%, healthcare coverage; and 32.3%, a retirement fund or profit-sharing option.

Additional benefits operators mentioned offering employees include free cleaning, disability insurance, weekly paydays and a comfortable workplace. To subscribe to the *Wire*, send an email to [adcwire@crain.com](mailto:adcwire@crain.com).



# IFI CONTINUES A QUEST FOR EXCELLENCE BUILDING UPON A ROCK SOLID FOUNDATION

International Fabricare Institute traces its beginning to a small group of dryers and cleaners that met in Milwaukee, Wisconsin and organized the National Association of Dryers and Cleaners (NADC). The year was 1907. And today, created by the merger of the American Institute of Launderers and the National Institute of Drycleaners, International Fabricare Institute continues to build upon the founding traditions of leadership, service, representation and excellence dedicated to professional garment care specialists in the United States and around the world.

Singularly in the forefront of issues and concerns of affiliated companies, International Fabricare Institute continues to build upon a rock solid foundation that is without equal. Your business heritage is reflected in these important milestones and accomplishments.

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| <ul style="list-style-type: none"> <li>1917 NADC establishes a research department</li> <li>1923 The first Technical Bulletins are issued to NADC companies</li> <li>1925 'Package Analysis' (to become Garment Analysis in 1940) is created to investigate individual garment problems</li> <li>1926 The first commercially manufactured solvent for dry cleaning - Stoddard Solvent is introduced</li> <li>1927 NADC headquarters is established in Silver Spring, Maryland and the first class of 32 students arrives October 17 for the General Drycleaning Course</li> <li>1929 The Alumni Society is formed by graduates of the General Course</li> <li>1933 The first newsletters are published</li> <li>1940 An expanded and more refined Garment Analysis is established in Silver Spring</li> <li>1953 NADC changes its name to National Institute of Drycleaners (NID) in order to better reflect growth and emphasis on research</li> <li>1957 NID and the Virginia Association of Launderers and Cleaners establish the first affiliate association agreement that would grow to 18 state and regional and 6 international partners by 2006</li> <li>1962 To become a national standard in 1988, the first Fair Claims Guide is published</li> </ul> | <ul style="list-style-type: none"> <li>1972 NID and American Institute of Launderers merge to become International Fabricare Institute with headquarters in Joliet, Illinois</li> <li>1978 IFI headquarters is relocated to Tech Road in Silver Spring</li> <li>1987 IFI leads a successful regulatory campaign to prevent faulty regulation of solvents</li> <li>1988 IFI battles the Federal Trade Commission over care labeling issues and begins a garment label educational process that continues</li> <li>1989 IFI leads a successful regulatory campaign to overturn OSHA's incorrect per exposure standard</li> <li>1990 IFI successfully represents IFI professional companies and other industry interests on clean air legislation while continuing to advocate for fair regulation of perc by federal and state agencies</li> <li>1994 IFI creates a Certified Environmental Dry Cleaner professional advancement certification that has grown to include Certified Professional Dry Cleaner, Certified Professional Wet Cleaner, and Certified Garment Care Professional</li> <li>1997 IFI immediately and forcefully responds to unfounded and misleading claims by the makers of Dryel leading to its quick demise and preventing a substantial loss of business</li> <li>2004 IFI relocates to Laurel, Maryland and opens a \$1.8m state-of-the-art training facility</li> <li>2005 IFI is instrumental in creating the ultimate professional recognition designation - Award of Excellence</li> </ul> |
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Have you considered your IFI/RMFA professional affiliation as an often times not so silent partner in the successful operation of your business?

Isn't it great to have a partner that goes about performing a job without constant prodding!

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