

## Newsletter

October 2016



*We exist to make it easy for customers to confidently create functional and beautiful environments.*

### Recent Reviews

We got all 5-star reviews in September! Keep up the great service- I'm sure we would all love to see many more of these!

Larry Murphy	Rating	Review posted on
	★★★★★	Sep 1, 2016
A very positive experience. Friendly, knowledgeable staff and good selection of products. The service, price and follow through was great. The installers were excellent. Timely and efficient. Highly recommend for flooring needs.		



**Great experience, highly recommend!**

The Riders

Very easy to work with, quick installation, no hassle whatsoever. Floors look great!



**Dalton Carpet**

Emily Bucha

I had a great experience working with Dalton Carpet. They were very helpful while showing me different options for hardwood flooring. I didn't feel pressured to spend over my budget, in fact, they showed me the discontinued flooring first. Donna was very professional in working on the estimate and when she came to my house for measurements



**A professional job done in a professional manner. What's not to like?**

Chuck Gerlach

My expectations were exceeded. They showed up on time, were polite, articulate and I could easily communicate with them. They finished earlier than they estimated, the job was done perfectly and they cleaned up after themselves. What could be improved upon?

### New Employees

Scotty Chatham  
Tile Installation Manager

Roger Dumas-Pierre  
Driver



Scotty started working with Tile in 1988 at just 17 years old. He has a son at UGA, which makes him a Dawg fan. He has interest in anything having to do with racing, golf, and camping.

Roger came to DCO from FedEx. This is his first year in the Flooring Industry. Basketball is his favorite sport and in his free time, he is rooting on his hometown sports team, the Miami Hurricanes.

Not Pictured

# Employee of the Month

## Dan Beard - October 2016 Employee of the Month

I nominate Dan Beard, DCO Superintendent for Employee of The Month.

Dan is currently working in Winston Salem, North Carolina on a major project for Wake Forest University. He has been on various Wake Forest University projects since October of 2015. He has lent his support and expertise on other DCO projects as well.

The following story demonstrates how Dan work behavior is aligned with DCO through:

- ~ Proactive Approach
- ~ Ownership & Accountability
- ~ Teamwork
- ~ Focus on The Customer
- ~ Doing Whatever it Takes

A full truckload containing 19 pallets of flooring material weighing close to 24,000 pounds was loaded by DCO's Warehouse Team to be transported to the Winston Salem, NC jobsite

The material order process was followed, warehouse picked and loaded the merchandise on to the trailer for delivery the next morning.



With uncertainty as to the extent of material damage, Dan had to jump into action (OWNERSHIP & ACCOUNTABILITY) even though he had installers on site performing work at the job site. He asked for support (TEAMWORK) and together we implemented a plan to transfer the material from the damaged trailer. He partnered with the General Contractor and other trades to borrow equipment to unload the trailer.

With the threat of rain, he took the time to protect the exposed material (OWNERSHIP, FOCUS ON THE CUSTOMER) before unloading.



At 9:00am, Dan reports that Winston Salem has a Problem!

The truck took a wrong path! Fortunately no one was injured, however, how are we going to get our material? Dan contacts Project Manager Doug Coombs. (TEAMWORK). He says he will assess the situation with our General Contractor, and local authorities now on the scene.







On to the rescue flatbed to bring the material safely to the job site. All completed by 2:00pm. Just another day on the job at DCO. Doing Whatever it Takes with a Focus on the Customer.

For all that he does, I nominate Dan Beard, DCO Superintendent for **EMPLOYEE OF THE MONTH OF OCTOBER!**

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Nomination and Story by:  
Doug Coombs

## DCO Wellness Program

A big congrats goes out to Terri and Paul for winning the \$150 Dicks gift card and supplement sample pack last week! There is a rumor going around that they are some fantastic prizes coming our way in the upcoming months. So if you haven't had the chance to take advantage of this great employee benefit, it's not too late!

By request, we've added an afternoon class next month.

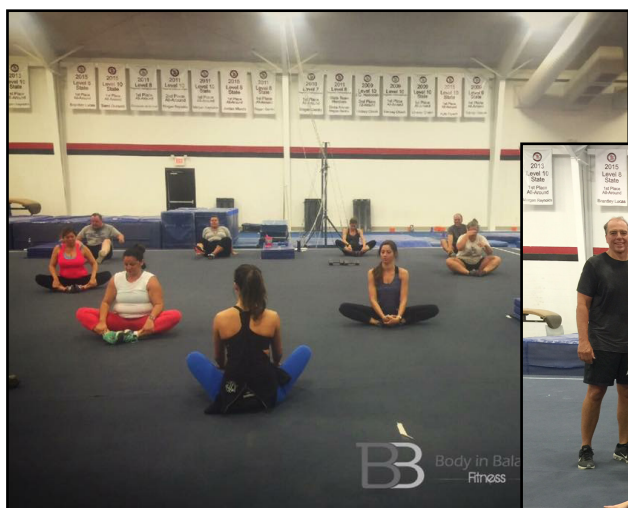
This schedule will begin October 4th:

**Tuesday – 6:00am Georgia Elite**

**Wednesday– 5:30pm Outdoor Location TBA \*weather permitting**

**Thursday-6:00am Hotel Indigo**

**Saturday-7:30am Georgia Elite**



## Birthdays

October 7 .....	Kelley Blanton
October 9 .....	David Blanton
October 9 .....	Andrew LePock
October 11 .....	Sabrina Porterfield
October 13 .....	Jeff Williams
October 19 .....	Jonathan Clinger
October 21 .....	David Newman
October 21 .....	Ryan Perry
October 22 .....	Amon Deuley
October 22 .....	Antuan Andrews
October 30 .....	Casey Jo Hansen

## Work Anniversaries

October 1 .....	David Connell (4 years)
October 1 .....	Todd Minish (1 year)
October 5 .....	Jesse Tranel (7 years)
October 20 .....	Antuan Andrews (2 years)
October 20 .....	John Saye (2 years)
October 26 .....	James Conner (1 year)
October 28 .....	Kristopher Smoot (1 year)
October 31 .....	Curtis Blanton (14 years)

## Upcoming Events

### Thursday-Saturday, October 20-22: Fall 2016 Private Sale

This year's Fall Private Sale will benefit The Alzheimer's Association Walk to End Alzheimer's. The team names are: Potter's Profitable Posse and The Unforgivable Curse. We will see who is the winning team and who is not, having to eat beanie weenies at the Fall Private Sale Dinner.

### Monday, October 31: *HALLOWEEN*

It's Halloween, which means that it is time to get into costume! Come as a superhero, Big Bird, or a member from KISS- have fun and be creative!

