



See pages 2 & 3
for a walk down
MEMORY
LANE!

Make plans to join us for our Customer Appreciation Day & Supplier Showcase

Winston-Salem
THURSDAY • SEPTEMBER 6



Vendor booths open
11:00 am to 2:00 pm

Lunch served
11:15 am to 1:45 pm

Come on by and enjoy a delicious
Bib's BBQ lunch, informative product
displays from our vendors and lots of
great door prizes!

Statesville
TUESDAY • SEPTEMBER 18



Vendor booths open
11:00 am to 2:00 pm

Lunch served
11:15 am to 1:45 pm

Come on by and enjoy a delicious BBQ
lunch, informative product displays
from our vendors and lots of great
door prizes!

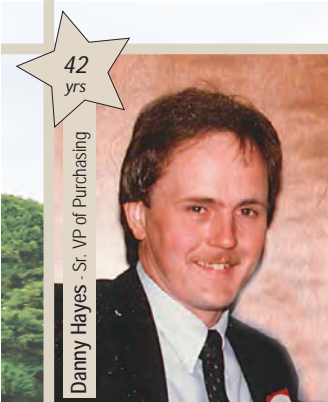
Smith Phillips will be
CLOSED
Sept. 3
LABORDAY
Have a **SAFE & HAPPY** Holiday!



www.smithphillips.net

Winston-Salem 603 E. 17th St. Winston-Salem, NC 27105 336.722.8167	Statesville 1100 W. Front St. Statesville, NC 28677 704.872.9866
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Danny Hayes - Sr. VP of Purchasing
42 yrs



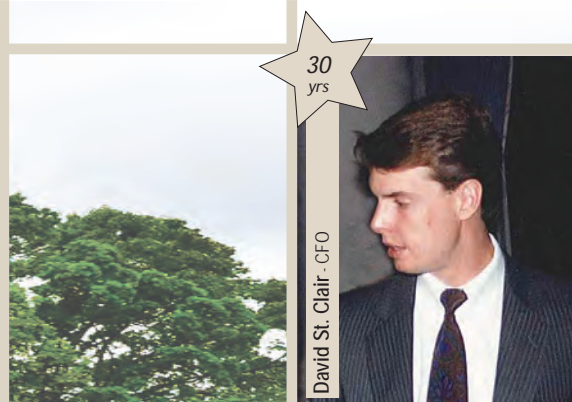
Mickey Boles - CEO
40 yrs



Richard Key - Sr. VP of Millwork
40 yrs



Bobby Jones - Winston Inside Sales
31 yrs



David St. Clair - CFO
30 yrs



Ben Holcomb - Winston Ops Manager
28 yrs



Stephen Stewart - Statesville Ops Manager
24 yrs



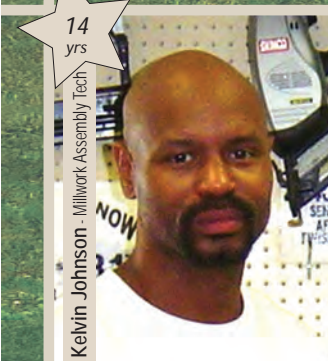
Tim Rogers - Account Manager
24 yrs



Jeff Hobson - Winston Material Handler
19 yrs



Sue Wezka - Controller
15 yrs



Kelvin Johnson - Millwork Assembly Tech
14 yrs



Barry Deal - Statesville Material Handler
13 yrs



Petr Masny - Cut-to-Size Manager
13 yrs



Tim Webb - Millwork Ops Manager
13 yrs



Bryant Council - Winston Driver
12 yrs



Ronnie Ketchie - Cut-to-Size Operator
11 yrs



Wendy Tadlock - Winston Inside Sales
15 yrs



Nancy Vander Lugt - Admin & Marketing
10 yrs



Rob Powell - Sr. VP of Sales
23 yrs



Chris Yenrick - President & COO
18 yrs

Let's take a little walk down MEMORY LANE!

You probably know that Smith Phillips has been around for a VERY LONG TIME (138 years!) but did you know how many of our employees have been here for a LONG TIME too?

We love to brag about our experienced staff! Twenty members of our team - well over one-third of our staff - have been with Smith Phillips for ten years or more!

When Mickey Boles acquired Smith Phillips Lumber Company in January, 1978, and became its president, the company had already existed for almost 100 years.

Danny Hayes was the company's bookkeeper at the time and remained under the new ownership, as did the "old-timers" who helped Mickey learn the business. Richard Key came in January of 1978, joining the group of eight or 10 employees who handled everything from sales to deliveries.

Mickey began to build the business, adding an Elkin branch (now closed) in 1987, cut-to-size shop, millwork shop and employees including Bobby Jones and David St. Clair.

By the turn of this century, and now 120 years old, the company had approximately 60 employees including Ben Holcomb, Stephen Stewart, Tim Rogers, Rob Powell, Jeff Hobson and Chris Yenrick.

In 2004, Smith Phillips expanded its market reach by opening the Statesville branch facility.

Current employees who have been at Smith Phillips for over 10 years include Sue Wezka, Wendy Tadlock, Kelvin Johnson, Barry Deal, Petr Masny, Tim Webb, Bryant Council, Ronnie Ketchie and Nancy Vander Lugt.

When we say our staff is experienced, we mean it!

This is how we *Roll*!

I thought it might be beneficial to share a little bit about how things work here at Smith Phillips in hopes that you might better utilize our services.



For starters, the sign above our dispatch office door (pictured right) is not just a catch-phrase. It reflects our commitment to taking care of business, doing things correctly and delivering an excellent customer experience. Our team is built with people who care about doing things right.

You might benefit from knowing about our system to handle orders. When we receive an order, our goal is to process it as quickly as possible. For special orders, we like to place these as soon as we can after we have all the associated information. We write these up to notify the customer on arrival and/or delivery or arrival.

While we appreciate having a little time for these orders to flow through our system, quite often they arrive on an inbound truck and depart for a jobsite within hours. Most deliveries include a call from the driver when headed to the site. Stock orders are written, printed to dispatch and scheduled when requested.

Having complete specifications for window and door orders when they are placed makes the whole process go more



smoothly and quickly. The more time or notice we have, the better we can serve you. It is all about moving orders through the system efficiently.

We value your business and work to earn it with every order. THANK YOU for your business!

Next time, we'll talk about a typical day at Smith Phillips.



Escape to your backyard!

Come check out our new deck display - including a cedar pergola with Ozco Wood Ties to really increase functionality - and see it all in action!

Smith Phillips is your local source to turn your backyard into an outdoor escape. Let us help you upgrade your existing outdoor living area or create a new one. The trend of doing more outdoors is growing, and we can help you build a space where you'll want to spend time.

Smith Phillips can help you select materials for a deck — from traditional wood decking to low-maintenance PVC or capstock decking such as Wolf, Trex or Fiberon. We can also help you give your deck a modern appeal with powder-coated aluminum rails, Wild Hog railing or stainless steel cable rail options.

Our inside sales team is experienced and ready to help walk you through the numerous options to make sure you are getting the deck that fits your sense of design and taste.

We can also help you spice up your outdoor area with Wolf Outdoor Cabinetry, designed for superb grilling and outdoor kitchen functionality.