



Messenger

www.macassociation.org

MAC Set to Host 2-day Intensive Management BootCamp



MAC'S MANAGEMENT BOOTCAMP IS SET FOR SEPTEMBER 23 & 24 AT DLI HEADQUARTERS IN LAUREL, MD. THE PROGRAM WILL RUN FROM 10:00 TO 5:00 ON SATURDAY AND FROM 8:30 TO 3:00 ON SUNDAY.

The program, "How to Run a Drycleaning Plant Easily, Efficiently, and Profitably" is presented by Management Expert Don Desrosiers.

The course will explore the necessity of monitoring labor and production. Attendees will learn the basics of why you need to track information,

and then will explore how to put that information to use. Included in the discussion will be calculating cost per piece, boosting productivity, managing labor costs, and interpreting information.

Desrosiers will also include an introductory version of his proprietary tracking system, FlightPlan, to help attendees understand the impact changes in operation can have on productivity. The program will also delve into time management, problem solving, and organizational skills.

"We consistently hear from members the need for more management training," offered Peter Blake, MAC Executive Director, "and we are excited to be able to bring this to our membership. This is a first of its kind program for our industry, and MAC members are fortunate to have this opportunity. I think this program is critical for members who want to run a more efficient plant, and for those who want to increase their productivity and profitability. It is designed for owners, production managers, and supervisors. This is a perfect opportunity to invest in your staff -- and invest in your plant's future success."

The cost of the program for members is \$200 for the first person from a plant, and \$100/each for additional people from the same member company. Non-members are \$350/person. Registration includes lunch each day.

For more information visit the events page on www.macassociation.org where you will find links for both a registration form, as well as, a draft syllabus. Please call the MAC Office at 800-235-8360 or e-mail us at peter@macassociation.org if you need assistance.

JULY/AUGUST
2017

IN THIS ISSUE

Executive Director's Report.....	2
USCIS Releases Additional I-9 Form Update	3
Make the Most of Membership: Mystery Shopper Program	4
New MAC Member Program: Social Media Marketing	5
Start Creating Your Social Media Strategy	6
Don't Miss MAC's 2-Day Management Bootcamp	7
Did the EPA Take Steps to End Perc Drycleaning Era?	8
New DLI Service: Effortless Social Media	10
Allied Trade Members	11

MAC OFFICERS & DIRECTORS 2016-2017

CHAIRMAN

Dianne Chatelain
Presto Valet
Alexandria, VA

PRESIDENT

Jamie Albano
Albano Cleaners
Norfolk, VA

VICE PRESIDENT

Mike McKay
Dryclean and Shirt Salon
Cumberland, MD

TREASURER

Russ Kaplan
Zips Drycleaners
Damascus, MD

BOARD OF DIRECTORS

Buddy Gritz
Presto Valet
Alexandria, VA

Chat Chatelain
Presto Valet
Alexandria, VA

Patrick Dunlap
Classi Cleaners
Alexandria, VA

James Crowder
Edmondson's Cleaners
South Boston, VA

Charley Young
Peter Pan Cleaners
Charleston, WV

Dan Criswell
Prince George Cleaners
Prince George, VA

Thomas Williams
Suffolk Quality Cleaners
Suffolk, VA

Telly Svingos
Victor's Cleaners & Launderers
Huntington, WV

ALLIED TRADE DIRECTORS

Jack Belluscio
Caled Chemical

Tom McAllister
Kreussler, Inc.

James Just
RR Street & Co.

Dwayne Gwaltney
Phenix Supply

DLI DIRECTORS

Martin Young
Concord, NC

Mark Pollock
Doylestown, PA

PRESIDENT'S MESSAGE...

State of the Association

I AM PROUD OF THE PROGRESS MAC HAS MADE OVER THE PAST FEW YEARS. WE ARE ON A GREAT TRACK AND I KNOW EVEN BETTER THINGS LIE AHEAD. I WANT TO THANK THE MAC BOARD OF DIRECTORS AND THE VOLUNTEER LEADERS FOR ALL THE GUIDANCE AND SUPPORT. MAC MEMBERS CAN REST ASSURED MAC HAS SOME GREAT LEADERSHIP AND SOME DEDICATED INDIVIDUALS WHO WANT THE BEST FOR OUR MEMBERS -- AND THE INDUSTRY.



Peter Blake, MAC Executive Director

MAC membership has been increasing. The communication with members has vastly improved over the past couple years. Our magazine, "The Messenger", is now one of the best in the drycleaning association industry. We are constantly striving to make it even better. So if you have any suggestions for features or articles you would like to hear about... call or email me and we will do our best to accommodate you. Our e-mail database is growing and we are using it more to help educate our members on the latest trends and programs.

We want to reach out to more people -- and more people within your organization. It is free to list as many employees on the membership as you want. Send in your list of managers and we will ensure they are all on our mailing list. You will be surprised at how much they can learn and what they may find important. Your dedicated staff will want to learn all they can about what is happening in the area and ways they can improve their skill levels.

We are focussing on education -- and are bringing some of the best the industry has to offer to our members. We had an amazing program earlier this spring in Virginia Beach with Trudy Adams and we are following it up with our first ever Management BootCamp next month.

Management training is one of the most requested topics we get, and there is a lack of training programs available. I expect to have members from throughout the MAC area attend -- but I also think there will be people travelling a great distance as well. There simply are very limited opportunities to have your management get professional training within our industry.

WHAT LIES AHEAD?

While we are going in some terrific directions, we need input and support. You can help shape where MAC goes next. You can help decide on educational trainings, new programs and services, and where we can assist our members.

Get involved... simply put... we need your input and assistance. We need more people to join together and help guide us and improve the association -- and the industry. Call me, e-mail me and let me know if you are interested. I can promise you one thing, you will not be disappointed and your investment of time will be well worth it.

Peter Blake

MAC Executive Director
(617) 791-0128

USCIS Releases Additional I-9 Form Update



U.S. CITIZENSHIP AND IMMIGRATION SERVICES HAS UPDATED THE FORM I-9 FOR EMPLOYMENT ELIGIBILITY VERIFICATION WHICH IS THE SECOND REVISION IN THE LAST YEAR.

which is now The Immigrant and Employee Rights Section (IER).

Employers may choose to complete all or parts of the information electronically or print the blank form and enter information by hand.

Link to the new Form I-9 and Instructions: <https://www.uscis.gov/i-9>

The previous Form I-9 which contains the revision date of 11/14/16N can continue to be utilized for employment verification purposes through September 17, 2017. After that date all earlier versions of the Form I-9 should not be used for verification.

SOME OF THE CHANGES INCLUDE:

Renumbering of List C items with the exception of the Social Security Card.

Consular Report of Birth Abroad (Form FS-240) has been added to List C.

All the certifications of report of birth issued by the Department of State including the Forms FS-545, DS-1350, and FS-240 have been combined into selection #2 under List C.

Revision of the I-9 instructions to reflect an agency name change

THE SEAY MANAGEMENT CONSULTANTS TEAM

Please contact your Seay Management Consultant if you have any questions about the completion of the Form I-9, or if you have any other employment issue or challenges. Seay Management Consultants are under retainer by DLI to assist DLI/MAC members in HR and Management issues. Members are invited to call 888-245-6272, and the cost of initial conversations are included as part of your membership!

KtexTM Cleaning Solvent

The Winning Solvent for Better Cleaning, Increased Productivity & Lower Costs

KtexTM is a new non-halogenated drop-in solvent for use exclusively in FMB's Class IIIA drycleaning machines. If you are planning to buy a new Firbimatic, Realstar, or Union drycleaning machine, OR If you already have a Class IIIA Firbimatic, Realstar or Union drycleaning machine and wish to consider switching to Ktex contact:

Jim Groshans
(561)-866-8739
jgroshans@4streets.com

Reduces Costs
Excellent Cleaning Performance
Gentle to Fabrics & Trims
Increases Productivity
Eliminates Unpleasant Odor That Can Persist in Garments Cleaned in Other Systems
Maximizes Customer Satisfaction

STREET'S
Laidlaw Adco
INDUSTRIAL DIVISION

Ktex is available in the United States & Canada exclusively through Street-Adco-Laidlaw's Industrial Division
KtexTM is a trademark of Bardahl Manufacturing Corporation

www.ktexcleaning.com

Make the Most of Membership: Mystery Shopper

Written by Peter Blake, SEFA Executive Director



ARE YOU PUTTING YOUR MEMBERSHIP TO GOOD USE? ARE YOU MAXIMIZING YOUR RETURN ON INVESTMENT FOR YOUR MEMBERSHIP DOLLAR?

I sincerely hope you are, but if you are like many members you get too busy and things seem to slip through the cracks and before you know it a year has passed and you haven't used your membership as much as

you intended. This new series of articles are designed to make sure you get the most from your membership. Six times a year we will highlight one member service for you to use this month.

ENHANCE YOUR CUSTOMER SERVICE

Phone Evaluation: Premier, 12 Free; Gold, 6 Free; Silver, 1 Free
On Site Evaluation: Premier, 2 Free; Gold 1 free

The Secret Shopper Service helps you objectively evaluate your Customer Service Representatives (CSR) on the phone. Customer service is one of the critical criteria customers look for when choosing a plant and it occurs on the phone as well as in person. You want to be sure your CSR is not chasing people away instead of inviting them into your store. This program evaluates the strengths and weakness of the CSR and point out areas where additional training may be needed.

TELEPHONE EVALUATION

The evaluation contains four elements to evaluate and score the CSR. The four scored elements include:

1. The Greeting
2. The Experience
3. Employee Knowledge
4. Focus Areas

The greeting reflects the impact of the initial contact and sets the tone for the conversation. The experience element is indicative of the customers' overall experience throughout the entire conversation. For instance, was the customer given the feeling that their business was genuinely appreciated? Employee knowledge evaluates what the CSR brought to the conversation. Did the CSR mention any additional services or ask follow up questions? And finally, the focus area evaluates a particular aspect as part of your business.

Current focus areas include: new to the neighbourhood, Wedding Gowns, Household Items such as curtains and drapes, and other services such as alterations, shoe repair, restoration, smoke damage, leather. We will also help evaluate the knowledge of promotions.

The evaluation also includes evaluator observations, which are identified, but not scored. For instance, was the customer asked permission before being placed on hold? Finally, each evaluation will include a brief summary highlighting the overall experience.

Scoring is based on a point system, with 100 points being the highest score. Each question is evaluated with a yes or no and rated from 1-5 indicating how strongly the evaluator believed the CSR performed in a given area. For example: Did the CSR really listen to what the customer had to say? Depending upon the response, the evaluator might have given the CSR a 3 indicating a neutral response. In some cases the question is less subjective and a yes answer will give the highest (5) rating while a no would give a (0) rating. Scores will be tracked monthly and submitted for your review. Some questions may be not applicable, in which case an automatic (5) points is assigned to the question.

IN-STORE EVALUATIONS

In order to eliminate this uncertainty and help cleaners find and fix weaknesses in their services, DLI expanded its Mystery Shopper program to include in-store visits. Visits will be handled by MarketWise Consulting Group, Inc., a professional mystery shopping service provider.

"Customer service is the number one most important aspect of your business," said DLI CEO Mary Scalco. "By partnering with an expert firm in that field we are able to offer services above and beyond what our original Mystery Shopper program could ever do. By offering in-store visits we're able to give you a better services."

MarketWise was established in 1993 and provides market research and competitive analysis. Industry-wide Peer Group Data Comparisons are published twice a year and are considered the benchmark for service standards. Nankervis is a columnist for American Drycleaner magazine and a frequent speaker on industry issues.

MarketWise Consulting is a member of the Mystery Shopping Providers Association (MSPA) and follows a code of ethics set forth by the association to ensure professionalism when gathering information about businesses.

DO IT NOW-- HERE'S HOW!

In order to access the Phone Evaluation Program, call DLI directly at 800-638-2627.

To use the Mystery Shop In-Store Evaluation, you may call DLI directly, or go to the main "Member's Only" page on DLIONline.org. Select "Mystery Shop - In-Store Evaluation" from the main listing, and you will be taken to MarketWise where you can fill out a brief questionnaire and begin the process. If you have any questions -- or need assistance call DLI at 1-800-638-2627.

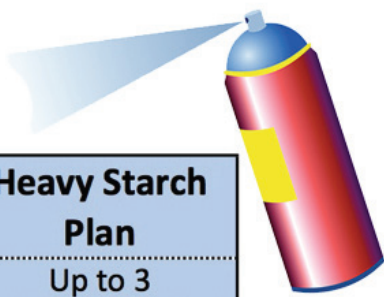
Take Full Advantage of your Membership -- do it now!



Mid Atlantic Cleaners Association Members:

*Get the **MOST** out of social media marketing without wasting time or losing your mind!*

Social Media Management Plans



	Light Starch Plan	Heavy Starch Plan
# of profiles	Up to 2	Up to 3
# of new images	8/month	16/month
Posting schedule	3/week	6/week
Catalog posts & images	YES	YES
Work to increase followers		YES
Blog posting		Up to 1/month
Special Price:	\$249/month	\$499/month

Minimum 2-month commitment. **Savings of 25-34%** over our regular fees!

FAQ about Social Media Management Plans:

- You review and approve all images & posts before they run.
- The current social media platform choices are: Facebook, Twitter, and Google+.
- On the Heavy Starch Plan we may also do some posting to LinkedIn as appropriate (ex: company news, events, charity support, job openings)

FAQ About Images:

- Industry-related images may be used for other clients who are further than a 20-mile radius from your location.
- Some images (ex: holiday greetings) are not exclusive and may be used for other clients.
- Images we create from your own photos (ex: staff, customers, building, before/after work) will only be used exclusively for YOUR business



Learn more today:
www.glikstorm.com/mac

Start Creating Your Social Media Strategy

Written by Jennifer O'Keefe, Glikstorm LLC



COMPANIES THAT ARE SEEING RESULTS WITH SOCIAL MEDIA HAVE SOMETHING IN COMMON—THEY HAVE A STRATEGIC PLAN FOR THEIR ONLINE MARKETING.

If your business is just getting started with social media or hasn't yet taken the social media plunge, now is the perfect time to create your social

media strategy. If you're already up and running on social media platforms, now is a good time to take a step back and re-evaluate your online marketing strategy.

Before you put any effort into creating posts or setting up a zillion social media profiles, it's important to define your objectives for social media marketing. What is the most important result you hope to achieve? What are the other results you hope to achieve? Here are some common goals:

- Find new customers
- Get more repeat business from existing customers
- Increase sales of {product/service}
- Get more people in the shop
- Build brand awareness & loyalty

The type of content you will ultimately create and post on social media is determined first by your objectives. Your content will also be influenced by your intended target audience and the social media platforms you've chosen. Hold off on choosing platforms for a bit, and let's dig into your target audience. Based on the objectives you defined, what are the demographics of your target audience?

EXAMPLE #1:

The main objective of our fictional cleaner, Lilly's Cleaners, is to increase the amount of sales from their existing customers. We'd look at their customer database and sales records and try to refine that objective even further with demographics. Their more specific objective might be "to increase the amount of sales from existing customers in the 25-45 age range who live in these three

towns..."

EXAMPLE #2:

The main objective of our fictional cleaner, Zebra Cleaners, is find new customers in a new territory, Nearbytown. Based on the demographics of their current, most profitable, most desirable customers, we'd come up with a look-alike audience in the new territory. Their specific objective might be "to get 100 new customers from Nearbytown in the next six months." Their target demographics might be "people aged 22-65 who live in Nearbytown."

EXAMPLE #3:

The main objective of our fictional cleaner, Toby's Cleaners, is to build brand awareness and loyalty, because they have a stiff competitor nearby. Their target audience is the same as their current customer base, so it might be very broad, such as "people aged 22-80 who live in Onetown, Twotown, and Threetown."

During advanced strategic planning, you would likely want to get even more specific with the demographics. You could drill down to the gender, interests, hobbies, job titles, education, income, and more. Are the majority of your customers business-people who travel, soccer moms, or young professionals? Rest assured, having a target age range and geographic location is enough to begin your social media marketing campaign.

Now that you have a good idea of WHO you're trying to reach, you need to choose the best social media platforms to reach them. We'll cover which platforms are best for which demographics in the next issue. If you need answers sooner, please contact me for a complimentary discussion today. For more information on Social media packages available for drycleaners, contact Jennifer O'Keefe at Glikstorm: (603) 943-6480 or by email: info@glikstorm.com.

NEW MEMBER BENEFIT

MAC has arranged for members of the association to receive a substantial discount from GlikStorm as a benefit of membership. If you have ANY questions on how to use social media to help build your business -- give Jennifer O'Keefe a call. She has extensive experience working with small businesses, and has helped drycleaning businesses build their brand awareness.

The Next Mid-Atlantic Association of Drycleaners Board Meeting

MAC Board Meeting
8:30 - 11:00 on Saturday, September 23, 2017
DLI Headquarters, Laurel, MD

MAC Presents:

MAC's Management Bootcamp **"How to Run A Drycleaning Plant** **Easily, Efficiently, and Profitably"** *Presented by Management Expert* **Don Desrosiers**

Members: \$250 for the first person from a
plant, \$150 each for additional from same plant
Non-members: \$350 for each person members

2 Day
Workshop!



The courses will explore the necessity of monitoring labor and production. Attendees will learn the basics of why you need to track information, and then will explore how to put that information to use.

This will also include an introductory version of his proprietary tracking system, FlightPlan, to help attendees understand the impact changes in operation can have on productivity. The program will also delve into time management, problem solving, and organizational skills.

- Calculating cost per piece
- Boosting productivity
- Managing labor costs
- Interpreting Information

September 23 & 24, 2017

Saturday 10 am to 5 pm
Sunday 8:30 am to 3 pm

Drycleaning & Laundry Institute
14700 Sweitzer Lane
Laurel, MD 20707

To Register
Call 800-235-8360
or visit
www.macassociation.org

MAC Presents:
Management Bootcamp!

Mid-Atlantic Association of Cleaners
14700 Sweitzer Lane
Laurel, MD 20707

Phone: 800-235-8360
E-mail: petebike@aol.com

Did the EPA Take Steps to End the Perc Drycleaning Era?

Submitted By Steve Henshaw, President & CEO, EnviroForensics



THE UNITED STATES ENVIRONMENTAL PROTECTION AGENCY (EPA) HAS ANNOUNCED A PROPOSAL THAT WOULD BRING ABOUT SWEEPING CHANGES TO THE DRYCLEANING INDUSTRY. THE MEASURE IS A BAN ON THE CHLORINATED SOLVENT TRICHLOROETHYLENE

(TCE) BEING USED AS AN AEROSOL DEGREASER AND AS A SPOTTING AGENT IN THE DRYCLEANING PROCESS.

This major announcement was the first of its kind following this year's revisions to the Toxic Substances Control Act (TSCA). Only two weeks ago, the EPA released their list of the first ten chemicals to be assessed under TSCA reform. Not only did the list include TCE, but also tetrachloroethylene (PCE), which is another one of the most commonly used drycleaning chemical.

While TCE is used mainly as a pretreatment spot removing chemical in small volumes, PCE is used as a primary solvent in which textiles are completely immersed during drycleaning. Those in the fabric care industry commonly refer to PCE as Perc. Not all drycleaners use Perc as their primary solvent, but many at least still use TCE for spot removal. If the EPA follows suit and proposes a nationwide ban on the use of PCE, many Perc drycleaners could be in serious jeopardy of losing their business, not just scrambling for a replacement spot remover. The cost to convert a Perc drycleaning operation to one of the other available solvents can be cost-prohibitive for small business owners.

USE OF PERC ON THE DECLINE

The use of Perc has been losing favor slowly over time, especially on the West Coast, as new toxicological data continue to show that exposure to PCE is probably linked to an increase in risk of cancer. California enacted law in 2007 that requires all Perc drycleaning to be phased out by 2023. Historical (usually pre-EPA) drycleaning practices have also resulted in an overabundance of environmental releases to soil and groundwater, which are very costly to clean up, result in a great deal of legal risk to the responsible parties, and cause exposure concerns. The fallout for drycleaners has included

diminishing clientele, difficulties getting funding for upgrades to operations, loss of rental leases, and depressed property values.

COMPLETE LIST OF TOP 10

The amended TSCA required EPA to publish the entire list of ten chemicals in the Federal Register by the end of 2016. At that time, it triggered a statutory deadline to be established to complete risk evaluations for these chemicals within three years. If it is determined that one of the chemicals presents an unreasonable risk to human health or the environment, EPA has only two years to address the risk. Scoping documents for each chemical will be released by the EPA within six months, which should provide more details.

"In essence, the EPA may have just brought the balance of the nation up to speed with California's Perc Phase-out date of 2023."

In essence, the EPA may have just brought the balance of the nation up to speed with California's Perc phase-out date of 2023. That gives Perc drycleaners precious little time to devise an action plan on how to continue operating their businesses beyond the first quarter of the 21st Century, or alternatively, to get their business exit strategy finalized.

ABOUT ENVIROFORENSICS

Enviroforensics has been a long time MAC supporter and has worked on numerous sites throughout the region and the country. They are experts in remediation and in Insurance archeology.

Recently, they have held a workshops in the area, and have had success working with cleaners throughout the Maryland area especially. Their approach has worked very well in the state -- and they outlined key strategies for working in the state.

For more information, contact Nancy Shields at 866-888-7911 or via e-mail: info@enviroforensics.com.

NEED COMPLIANCE ASSISTANCE?

MAC has extensive resources for assisting you with all your compliance needs. Checklists are available for Federal EPA regulations as well as OSHA requirements.

If you have questions or need assistance, you are invited to call Peter Blake at the MAC Office: 800-235-8360 or via e-mail: peter@macassociation.org.



DLI's Garment Analysis App

No boxes. No shipping. No insurance fees.

Just point, shoot, and send your problem to DLI.

It's that easy.

Visit DLIonline.org/Garment-Analysis
or call 800-638-2627 for more information.



DRYCLEANING & LAUNDRY
INSTITUTE INTERNATIONAL

New DLI Member Benefit: Effortless Social Media



DLI HAS ADDED ANOTHER FREE BENEFIT TO THE SILVER AND ABOVE MEMBERSHIP PROGRAMS. DLI UNVEILED THE SERVICE AT THE CLEAN SHOW THIS SUMMER.

The principles of social media marketing are simple, but implementation can be difficult for drycleaners who are already short on time. To solve this problem DLI has created the "Effortless Social Media" service. With this service you'll no longer have to spend time looking for content to post on your site — DLI will do it for you.

You'll still have to manage the comments your followers post on your page, but the time-consuming process is eliminated.

The service will post interesting or fun content on your company's Facebook page once per week automatically — no management required. The only posts you'll have to supply would be any sales

promotions your store is running. Everything else is automated.

"Many members are struggling with social media," observed Peter Blake, MAC Executive Director, "and this is a great step forward to assist members who are involved in Facebook and other social media platforms. It is simple, easy, and a great way to ensure your pages are current."

"While it is a great program, and I think every member that has social media marketing should get on the service," cautioned Blake, "members shouldn't rely on the postings to be their only messages. In order to be effective, you need to be consistent, active, and really work on your social media marketing. This is a very valuable service -- and one that you can use to augment all your other marketing services."

This program joins the popular Stain Removal app and the on-line encyclopedia as substantial member benefits reserved for Silver and above memberships. Call DLI to register for the service or to upgrade your membership at (800) 638-2627.

NEED HELP?

MAC has resources to help you in all your marketing needs. If you have questions about social media marketing, email marketing, website development -- contact Peter Blake at the MAC Office.



custom solutions for all budgets

Toll Free
877.906.1818
www.ezpi.us

*These Products are
Recommended by the
Consultants You Trust!*

Heat Seal Presses, Heat Seal Labels and Genuine Rope-Ties

You Deserve the Best!
The Ultimate Heat Seal Machine
Proudly made in the U.S.A. • Built to OSHA standards

Choose from 3 models, 7 different interchangeable lower platens and single or dual heated platens

- Eliminate paper tags with text and barcode labeling solutions
- Automatic fabric thickness adjustment
- Small footprint
- Operator Error Detections
- Only weighs 15 lbs
- Ideal for retail countertops
- Lifetime Free Technical Support



**2 YEAR
WARRANTY**

Genuine MBH Rope-Ties
Stop Shaking Out Shirts.

Save time. Save money.

Don't be fooled by cheap inferior ones!

2017 MAC'S ALLIED TRADES...

ADCO, INC

Jim Isberg
jisberg@adco-inc.com

AMATO INDUSTRIES

Joe Amato III
(301)-565-3220

CLEANERS CHOICE INC

Jack Belluscio
1-800-652-2533

CHRISTOPHER CARLEY, CO

Chris Carley
(410)-781-7145

CLEANERS SUPPLY

Kathleen Kelleher
(800) 531-2943

D & R EQUIPMENT

Rick Levine
(202) 832-6660

DISTRICT CLEANERS EQUIPMENT, INC.

Larry Langton
(202) 723-7616

EHRENREICH & ASSOCIATES

Richard Ehrenreich
(301) 924-9247

ENVIROFORENSICS

Nancy Shields
(317) 972-7870

EZPRODUCTS INTERNATIONAL, INC

Diane Rue
(863) 735-0813

SMITH BROTHERS CO.

Clint Harris
(336) 788-7705

FERGUSON MCKENNA

Daniel Kucharczuk
(610) 444-1412

HERSON SUPPLY

Ron Herson
(301) 417-1300

KLEERWITE CHEMICAL

Buddy Poms
(877) 553-3794

KLINGER INSURANCE GROUP

Robert Klinger
(301) 428-4935

KOLLMAN & SAUCIER, PA

Frank Kollman, Esq.
(410) 727-4300

KREUSSLER, INC

Tom McAllister
(813) 884-1499

MECHANICAL CONTRACTING & MAINTENANCE

Mike Bright
(240) 216-4342

METHODS FOR MANAGEMENT

Kermit Engh
(402) 306-3129

METRO-CHEM

Jim Tirpok
(336) 788-7705

MOORE SERVICES

Jerry Moore
(800) 941-6673

PHENIX SUPPLY CO

Dwayne Gwaltney
(800) 446-3006

SANKOSHA

Ken Uchikoshi
(888) 427-9120

SEITZ, INC.

Jeffrey Hoffman
(813) 886-2700

SPOT BUSINESS SYSTEMS

Ray Cheshire
(801) 208-2212

R.R. STREETS & CO

James Just
(202) 215-5086

TRIAD ENGINEERING, INC.

Dane Ryan
(304) -755-0721

THE ROUTE PRO

James Peuster
1-877-DR-ROUTE

USB PAYMENT PROCESSING NE, INC

Donny Lala
(410) 828-4286

WILLIAMS MULLEN

Channing Martin, Esq.
(804) 420-6422

A.L. WILSON CHEMICAL CO.

Bob Edwards
(800) 526-1188

These suppliers support the work of MAC as Allied Trades Members. When you need supplies, equipment or other goods or services, contact a MAC Member first. Show them you value their support of the association and the industry.

Don't see your supplier here? Contact MAC and let us know and we can send them membership information. Make sure your suppliers are supporting YOU!

Amato Industries



Serving the MD, DC and VA areas for over 83 years. We offer top quality products at competitive pricing while delivering superior service! Choose products from top companies such as Chemaster, RRStreets, Caled, Wilson, F.H. Bonn, M&B Hangers, and many more. Please feel free to contact our knowledgeable office staff for any of your dry cleaning and laundry needs. Call, stop by, or browse www.amatoind.com

(301) 565-3220 * 1-800-992-6286
9120 Talbot Ave. Silver Spring, MD 20910



MID ATLANTIC ASSOCIATION OF CLEANERS
A DRYCLEANING & LAUNDRY INSTITUTE
PARTNER
14700 SWEITZER LN.
LAUREL, MD 20707

**For up to date news and information,
visit us at www.macassociation.org**