

NSC Today...

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INSIDE THIS ISSUE:

RFMA 2009	2
IndEx 2008	2
Member Updates	2
What is IndEx?	3
Repair or Replace?	3

The NSC is not just another service broker. We provide a solution along with the people, tools, and facilities to deliver that solution...

“The Future is not something we enter. The Future is something we create.”

Moving Ahead...2009

It is hard to believe that NAFEM 2009 has come and gone and the first quarter of the year has also passed us by! Coming out of CFESA and NAFEM I feel extremely positive about the future of both the NSC and IndEx.

After struggling through several challenging years I believe that we have once again hit our stride. Stronger in both membership and stability, I feel that now is the time to grow the group that was ahead of its time. We have multiple national accounts that are looking for support on service and parts programs. In addition, we have multiple service providers asking if joining both organizations is an option. The answer is YES to both accords.

New Executive Governance along with energetic board members elected during meetings at NAFEM have me excited about our future and as always I am proud to serve as CEO of the National Service Cooperative.



Please contact Shari Smith or Robert Smith to join either part of our group and let's lead the way through this difficult time in our industry. I believe the phrase is "Lead, Follow, or get out of the way!!" Let's pick the first one and make a real difference.

*C. Wayne Best
Chief Explanation Officer*

Looking Ahead...

For the second quarter newsletter we will be bringing you information on the XDX Valve which is an add-on component that can improve a refrigerant system's performance and efficiency.

We will also take a look at the Program Management Center (PMC) of the NSC as well the agents who operate this part of our business.

In addition we will start a

section "IndEx Vendors of the Quarter". We will focus on one or more vendors and highlight their programs and how they can benefit your company.



NSC Booth RFMA 2009

RFMA 2009

For the third consecutive year the National Service Cooperative has displayed a booth at the annual RFMA Conference.

This year the show was at Kissimmee, FL February 15-17 at the Gaylord Palms Resort. There were over 130 exhibitors this year with an attendee list of 189 Restaurant Facility Directors and Managers.

This year's conference was the most productive of the

three RFMA shows we have attended. Several of our service partners also had displays (Whaley's Foodservice, Tech -24, General Parts and Peltz Services Inc).

There were many excellent Technical Sessions this year and "Protect Your Kitchen Equipment with Preventative Maintenance" was just one example.

During the show we had an opportunity to discuss with

many Restaurant Groups about the services the National Service Coop can offer and those contacts will lead to additional business for both the NSC and our service members.

RFMA 2010 will be held at the Gaylord Texan Resort & Convention Center in Dallas, Texas. The show dates run from February 14th - 16th. For more info go to www.rfmaonline.com



Ruth Karcher presenting Bruce Hodge from General Parts his IndEx Member Of the Year Award

IndEx

IndEx began 2008 hosting the Vendor & Member conference in Las Vegas. The event started with a meet and greet cocktail reception the night before, followed the next day with a meeting and presentations by each vendor. We are planning on scheduling a second event in March of 2010.

At the end of 2008 IndEx returned to its members \$30,000.00 through the revenue sharing program.

We challenge all members to become more active in their participation for 2009 and remember: "the more you spend, the more you save, and the larger your rebate".

IndEx did lose a couple of vendors for 2009 and we are currently in negotiations to replace them. If there is a vendor service you would like to see in IndEx please contact Robert Smith at the NSC and he will investigate

all opportunities.

We would like to recognize General Parts, who was selected as IndEx member of the year for 2008. Bruce Hodge of General Parts has been a strong supporter of the IndEx program and his efforts were recognized with a plaque presented to him at the home office in Omaha, NE.

Member Updates

Juan Martinez, Owner of Cal West Service Inc in Dublin, CA has purchased both branches of Golden Bay Commercial Service located in San Francisco and San Jose, California.

All three branches will now go by the name Cal West Service.

As new owner of Golden

Bay, Juan has now become a shareholder of the NSC and was elected to the Board of Directors during our meeting at NAFEM.

Juan has been a long time supporter of both the NSC and IndEx and we are proud to have him as an owner of the National Service Coop.

If you would like to include information about your company in our Quarterly Newsletter, please send all information to Robert Smith at the NSC.

Need a local source for commercial food service equipment repairs, replacement parts or accessories?

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What Is IndEx?

IndEx is a buying group whose goal is the promotion of Vendor Service's to our membership to provide cost savings solutions. We negotiate National Account Pricing to save you money on everyday operational expenses without charging any fees or dues. IndEx also established a revenue sharing rebate program based on your usage. Below are examples of our current vendors. If you are looking for volume discounts, increased sales, cost savings and rebates, then IndEx is an opportunity you need. To learn more about IndEx contact Robert Smith at 800-434-7861 ext 504.



To Repair or Replace...

Our Program Management Center is called upon more and more to provide Asset Management to our clients. Manufacturers and large Chains are taking a second look at their equipment to determine whether they should repair or replace it. Our Program Management Center gathers vital data to assist with that decision.

Asset Management provides information such as, how often a piece of equipment breaks down, what parts are failing most,

actual costs of repairs, response time of a service company and finally should changes be made on an assembly line or perhaps do a retrofit to the equipment.

If equipment is not performing at its peak, the manufacturer and the customer are undoubtedly suffering a financial loss of some magnitude. With the focus on today's economy everyone is concerned with producing the best product for their financial commitment.

At the NSC, as service requests are dispatched, followed up on and invoiced through the Program Management Center, the data is made available for reporting in a format based on individual needs. Asset management is the perfect tool to answer the question "is it more cost effective to repair or replace?"

National Service Cooperative

One Call...One Source...One Solution