

# MCDERMOTT'S TOP SCOOP

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## WHO HAS THE SCOOP?

**Nathen Wegner**

Operation Manager

**Robert Madsen**

Sales & Marketing Manager

## Outside Sales/Pro Desk

**Ken Rosinski**

Rep for WI, IA & IL

**Morgan Hinker**

Rep for WI, MI & MN

**John Knoernschild Ext. 134**

Pro Xtra Quoting

## Project Managers

**Ashly Lewis**

Senior Project Manager

**Brenna Caves Ext. 132**

Customer Verification

**Amber Gilbertson Ext. 108**

Takeoff/Final Review

**Tae Schambow Ext. 305**

Customer Service

**Nathan Slein Ext. 142**

Customer Service

## Service Department

**Amy Zastrow Ext. 112**

Quality Assurance Coordinator

**Javier Rodriguez Ext. 139**

Post-Install Service Advisor

Morgan Hinker- Newsletter Editor

## A MONTHLY NEWSLETTER

# HAPPY NEW YEAR

## New Pro Xtra Colors

Silestone added 2 new colors to the Pro Xtra Promo: Lagoon and Tebas Black Starting at \$41/SF for 2cm and \$45/SF for 3cm.

Contact John or Ken about pro jobs, questions and quotes or [prodeskquoting@mcdermotttops.com](mailto:prodeskquoting@mcdermotttops.com) Quotes can also be submitted on the portal.

## Lead Times

Lead times are continuing to come down and are at an all-time low. Measures are being scheduled as quick as 2-5 business days after Customer Verification. Please check the portal for current lead times in your area.

## Job Readiness

With lead times coming down make sure your customer is ready for measure: sinks/faucets on site, cabinets fully installed, and a clear path to the house (removing snow from driveway to the entrance).

See page 2 for more details and changes made at MTS in 2023!

## HOME DEPOT PORTAL INFORMATION:

[www.McDermottHdportal.com](http://www.McDermottHdportal.com)

To access the "Open Files" tab use the password **VHDMTS02tops**. This password is confidential, Do not share with customers.

If you are in need of additional training or information on how to access the McDermott Home Depot Portal, please contact Ken Rosinski or Morgan Hinker to set up a training session.

## Attachment

Quote countertops with every cabinet quote, even if they plan to get them on their own. They might be surprised to see Home Depot can do it for less!

Sell them sinks and faucets that are offered at Home Depot. This not only increases the sale but will make sure that they are ready and have everything on site for measure!

## Order = Quote

Please let your customers know when they order that the price is just a quote, and the final price could (most likely will) change after final measure.

## Custom Quotes

For custom quotes please send Ashly the color, brand, and Square Footage. Ashly will send back the price for the measure/fab/install of the material, all other charges will have to be added as a line item (cutouts, edges, etc.)

## Top 10 Selling

STORES IN DECEMBER

1. **Wisconsin Dells, WI**  
4929
2. **Madison West, WI**  
4909
3. **Cedar Rapids, IA**  
2108
4. **Franklin, WI**  
4907
5. **West Bend, WI**  
4925
6. **Mankato, MN**  
2829
7. **Janesville, WI**  
4911
8. **Rhineland, WI**  
4930
9. **Madison East, WI**  
4906
10. **Rockford, IL**  
1928

HAPPY  
NEW  
YEAR!

McDermott Top Shop, LLC - Customer Service Phone Number 262-593-2456

## Sell, Sell, Sell!

As we finish the 2023 fiscal year and get ready to kick off 2024, we wanted to share the current McDermott Top Shop (MTS) story. As a family-owned company, we have worked hard to find employees that match our culture. That culture starts with employees that own their jobs to make a difference one home at a time. Focusing on a culture of discipline in 2023 we were able to find and retain really good people, which has led to a reduction in turnover and ultimately allowed us to work through almost all of our backlog.

What that means for you and the consumer walking through your doors is that our lead times have never been better. Currently, if a customer submits a order, AND is ready for template, we can measure within as little as 2-5 business days after verifying the customer's order. At the time of publication, our biggest delays are customers waiting on sinks, faucets or cabinets. This is where you can help make a difference by attaching in-stock sinks or faucets to a job. If the customer needs to order something, have them order it from you in the store. For example, dual-mount stainless steel sinks are still very popular, but we do not undermount these. Help the customer find an undermount sink from Home Depot for shipment to their residence or one of the sinks that MTS stocks for Home Depot. This will get the proper sink on-site for measure and the customer will have an ETA to share so we don't have to wait on a third-party for delivery.

### **Here are some other talking points to help the customer's job avoid delay:**

- The store PO is a preliminary quote and McDermott Top Shop will work to fully scope the job for a final quote.
- A consistent decision maker (18+ years old) can help avoid confusion.
- Have your final decisions (color, profile, overhangs, etc.) ready for template appointment.
- MTS will reach out within 1-2 business days via phone to review the preliminary quote.
- Clear driveways and paths to the jobsite are required.
- McDermott Top Shop does NOT remove tile from the wall.
- If laminate tops are not removed until install, it is hard to see if cabinets could be out of level.
- To avoid discrepancies, cabinets should remain where they were at measure for install.

As always, we are here to help. If a customer is looking for custom work or has special requests, we would be happy to let you know if it's something we can do and how much the additional work will cost. Here's to a great 2024!