

APRIL NEWSLETTER 2016

NEWS FROM THE SALES TEAM



YARNS FROM THE YARD

A new editorial.....

Hello Valued Versace customers! As most of you would be aware, we've undertaken a fair few changes since the Xmas break. Most notably are the new racks and line marking in the front driveway outside the trade shop. This has allowed us to serve you better and reduce a lot of the parking congestion that was occurring.

We really appreciate your compliance with the new system. However there are a few customers not understanding the new signage. If we could draw your attention to the signs, particularly the "ENTRY ONLY" and "NO ENTRY" gates and the "PARKING", "NO PARKING" and "KEEP CLEAR" painted on the driveway, it would be greatly appreciated.

For OHS reasons every customer needs to report to the trade shop counter first for orders. The yard and warehouse are busy places, with machine movement and trucks being loaded and unloaded, it can be dangerous and a staff member should be with you at all times. We also hope this has a flow on effect of providing a better and faster customer service. If you do have a substantial order, prior notice is recommended. Please try and give 2-3 hours' notice particularly if you require hardwood, large quantities or set length material, packs may need to be pulled out and/or shifted. This will allow us to serve you better and have you in and out of the yard much more smoothly and a lot quicker.

We at Versace really appreciate your continued support and business. If we can make life a little easier please send us a suggestion.

Kind Regards
The Yard Staff!

Door Specials

We currently have bulk lots of doors on clearance, come in and make an offer? Most have nothing wrong with them just old stock that's never been picked up or they've been over ordered. Hurry as stock won't last.

OLD FACE IN A NEW ROLE.

Some of you may have noticed Scott's absence from the front counter, he hasn't left us, just been shifted upstairs into a sales support role (poor bugger is looking after the Sales Reps!!). We would like to congratulate Norm on taking on the front counter role and having a crack at internal sales. Norm has a lifetime of experience and his timber knowledge is extensive. Well done Norm!

Pricing movements

We have been notified of the following pricing movements in the coming months.

Cypress 5% as 1st March

Engineered wood products 5% as 1st March

Ply/panel products 5% as 1st March

Corinthian Doors 3 – 5% as 1st April

Hoop pine mouldings/flooring/VJ/Chamfers etc approx. 5-7% as 1st April

Kwila is still very temperamental so check current rates with you sales representative.

You can also e-mail me at

tim@versacetimbers.com.au or call 0414 564 618.

NEWS FROM THE PRODUCTION TEAM

Lead times are currently steady; please advise your sales rep as soon as possible of your required delivery dates.

Please keep your sales rep up to speed with changes in your job scheduling to give us the best possible opportunity to ensure your jobs run on time.

For any further information, please call Bill Leddy 0411 665 996 or e-mail bill@versacetimbers.com.au

Newsletter Competition

Big news... this comp will run for another month. All entries have to be received by Wednesday 27th of April. Winner will be notified Thursday the 28th. Get in quick!



This month's comp you have the chance to win **4 TICKETS** to the May 14th double header at Suncorp. Broncos vs Manly and Cowboys vs Storm. You will need to answer this question; "Name a native Queensland Hardwood?" Just text the answer and your name to 0402 307 949 or email jenni@versacetimbers.com.au

NEWS FROM THE ACCOUNTS TEAM

Statement format change

There have been a few requests to change the format of our statements.

We are now able to add your purchase order number/site name to the statement.

It will appear as per below.

10/03/2016	Invoice #217547 P/O #:
15/03/2016	Invoice #217849 P/O #: GEEBUNG
21/03/2016	Invoice #218191 P/O #: GEEBUNG
22/03/2016	Invoice #218305 P/O #: GEEBUNG
29/03/2016	Invoice #218560 P/O #: GEEBUNG

If you would like your invoices and statements emailed, instead of being held up in the post, please email your request to doug@versacetimbers.com.au

Thanks Doug



Are you following us on "Facebook"? Make sure you like our page and don't forget to subscribe to our newsfeed to hear about new products, services, projects and up-to-date news about Versace Timbers.

<http://www.facebook.com/VersaceTimbers>

INTERESTING READ.....

I thought I would share this snippet from a Health & Safety Bulletin outlining the value of mature workers. Why? Because I and others in Versace can relate to it due to our advancing years and I am sure plenty of you can to!!

"I had a conversation with the owner of a building firm who was concerned that some of his best workers were nearing retirement and each year he was faced with the challenge of how to keep them working rather than retiring.

I suggested to him that his quandary appeared at odds with much of the business world, which often viewed aged employees as a liability because of their failing health, their 'old school' thinking and their lack of technical skills.

Not true, he said. The only things wrong with these tradies was that their backs were 'shot' and their knees were 'gone' after 30 years of manual labour, but their minds and attitude were in great shape. These older guys were still good operators with plenty to give to the business, he said, adding that their value lay in the intellectual property they had built up over the past 30 or so years – their ability to think on their feet. He told me most of these older guys had faced every sort of problem that was still being thrown up today and that their younger counterparts might have the strength and agility but not the know-how needed to solve some of the complex problems as they arose. He said that he maintained a couple of older workers as estimators because they could anticipate all the little things that could go wrong on a job and allowed for that in the quotes and tenders they prepared. Others he had lured to work part-time as mentors to the apprentices. And it was paying dividends ... for everyone.

For his business, these tradies were good employees because many of them were only in their early 50s had paid off their mortgages so didn't suffer from financial pressures, they rarely took a day off due to illness and because their kids were grown up, they weren't having to stay home to look after them if they were sick or it was school holidays. Basically, he explained, they still wanted to come to work each day and contribute."

EXPERIENCE ONLY COMES FROM YEARS OF DAILY CHALLENGES



Have a great month..... Ed.