

2020

Wishing You a Wonderful
Holiday Season!



RAY MURRAY, INC.

The RMI Family of Companies





Mike Hopsicker
President & CEO

*Warmest Wishes
and Great Thanks
from our Business
to Yours!*



Casey Harvey
RMI Director of Sales



Cassandra Barry



Kevin Bayley



Ben Brewer



Phillip Briggs



Randy Burns



Chris Cameron



Walter Carroll



Greg Dengler



Shaun Huggins



Woody Marcus



Kirk Meloney



Michael McFadden



Chris Newkirk



Bob Rosenbaum



Paul Schwartz



Andrew Vogl



RMI University - Customer Training

Due to COVID-19, our popular RMI University hands-on product training and support had to be postponed in 2020. And while we were never able to have in-person training, we did improvise and react quickly to the changing conditions

In April and May, Casey Harvey & Jim Wiltshire organized a Coffee Talk webinar training program with over 50 sessions covering hearth, grill and propane products. Thanks to their leadership, RMI was one of the first to hold this type of training and it was very successful! Later in the summer, we held the RMI Virtual Trade Show series for hearth products which gave all of our vendors an opportunity to showcase their new products.

We look forward to 2021 and the opportunity to provide more traditional in-person training that our customers want and deserve. At the same time, we will monitor the status of COVID-19 and adapt as necessary to provide for the safety of all involved.



Product Managers

Clockwise from back left: Jim Wiltshire, Mark Jenny, Linsey Fluty & John Murray

Wishing All the Beauty of this Holiday Season be Yours to Enjoy.



Lee / Flint Administration

Clockwise from back left: Keith Ives, Rick Maxstadt, Thao Le, Kate Reynolds, Scott Porter, Chris Clark, Gabrielle Vanderpool, Kim Lindsay & Kathy Consolati
Inset: Debbie Ward



Goldsboro Administration

From left: Karen Wellman, Jimmy Doss, Wanda Long & Ginny Lyon



Materials Management

From left: Brenda Curry & Nick Ide
Inset: Tina Edwards



Technical / Installation Support

From left: Chris Wolfe, & Geoff Barstow
Inset: Keith Szczepanski



A Tribute to Bob Tenbroeck — June 3, 1960 to July 26, 2020

We were all truly sad when Bob Tenbroeck passed away suddenly in July. Bob started at RMI in August 1984 and worked tirelessly in the Lee warehouse operations. Many years ago, Bob started RMI's warranty department and handled all its warranty issues for the Lee and Bensalem warehouses.

Bob was extremely quick witted and could make everyone laugh! He and John Murray have been best friends since high school, and they are the source of many fun filled stories and adventures. Many RMI parties have ended with John and Bob holding court and entertaining anyone in attendance with vivid descriptions of their high jinx. There was always a lot of laughter when Bob Tenbroeck was around!

We will miss Bob and his many contributions to RMI!



Bob Tenbroeck

Joyful Holiday Greetings From Customer Service.



Flint MI Customer Service

From left: Nicole Finley, Darla Bussinger & Stacey Tewksbury



Bensalem PA Customer Service

From left: Lisa Rhodes & Tom Helt



Goldsboro Customer Service

From left: Shawn Moore, Leigh Howell, Shannon Smith & Daniella Gardino



Lee MA Customer Service

Clockwise from back left: Burt Ball, Fran Zerbato, Tony Viola, Lynne Frederick, Jeff Heller, Debbie Brazie

RMI Celebrates Retirements!

Carol O'Dea retired in 2020 after 21 years of dedicated service to RMI. Many customers thoroughly enjoyed their interactions with Carol, and she took excellent care of customers on every call! We will miss Carol very much – especially around the holidays, as she was always leading the efforts for decorating the office, picking the theme for the annual Halloween costume contest, and organizing company parties and events.

Randy Burns is retiring at the end of December after a long career that included 20 years with NRG and the last 13 years with RMI. Randy was a true sales professional and an expert at helping new hearth customers build their business. We wish Randy the best in retirement and will miss his steady and consistent presence and leadership in the Midwest market!

Bob Rosenbaum is retiring in March 2021 after 33 years with RMI! Bob is an RMI icon and legend ... and has made as big an impact on the company as any employee in its history! We are in the hearth and grill business today because of Bob's early efforts getting these new products established at RMI. Bob started in purchasing and quickly transitioned into its first Hearth and Grill Product Manager. He literally built that business line and provided the foundation for the leading market position RMI enjoys today.

And New Employees...

Jesse Roman joined the Bensalem warehouse team in July.

Thao Le joined the Lee, MA admin team in March.

Andrew Vogl joined our sales team in August and will be replacing Bob Rosenbaum upon his retirement. He will be handling propane equipment sales in most of NY State. He will also be covering hearth and grill products in Central and Western NY.

Stephen Steller joined our sales team December 7, 2020 to replace Randy Burns upon his retirement. He will be covering all RMI product lines in IL, IN, WI and Western MI.



Seasons Greetings From the Warehouse Teams



Bensalem, PA Warehouse: From left: Jesse Roman, Dave Acevedo, Hank Siffel & Beverly Wagner

RMI Website



In early 2020 we launched our new and improved website which includes an easy to use On-Line Shopping Catalog. It has been very well received and use of the website has increased steadily all year. Please check out our new site at www.raymurray.com and sign up for a username and password for our new and improved webstore. You can check inventory, order with a click of a button, and also research past transaction history all on-line!



Flint, MI Warehouse: From left: Matt Crawford, Doug Tabor, Jim McIntyre & Ron McCullough



Goldsboro Warehouse: From left: Kevin McRae, Chuck Long, James Cox, & Calvin Jackson



Lee, MA Warehouse: From left: Mark Cardillo, Rob Caffrey, Vinie Cardillo, Chris Prior, Bruce Miner, Jason Hubbard & Joe Burke

Happy Holidays To Our Good Customers, Friends & Family!



Clockwise from top left: Jim, Ray III & John Murray, Mike & Jeff Hopsicker

Social Distancing. Fist and Elbow Bumps. Masks. Zoom meetings. Lockdowns. This was some of the new normal that 2020 brought as we all dealt with the coronavirus. It seems like between COVID-19, and the divisive politics, everything about this year was geared towards keeping us apart! After March, almost all of the typical industry gatherings and meetings were held virtually. Even today, many schools are closed and children are learning remotely, and many of my staff and customer service team are working from home. Such is life in a pandemic.

But here's the funny thing ... as I look back on 2020, despite all the turmoil we faced, I have also witnessed and experienced amazing teamwork and spirit. A positive energy that in many ways brought us even closer together, while COVID was keeping us apart!

I have seen this spirit this spring, while being on lockdown with my family, and my kids having to participate in college, high school, and their careers while working remotely from home. I have seen it with the RMI team, as we had to pull together to keep servicing our customers while working from so many different locations - spread out across the eastern half of the U.S. And I have seen it with our customers, who have risen to meet the challenges of the pandemic and their businesses, many who are having very successful years!

Maybe it is because we ALL had to face this same challenge together. No one was immune – and we were all in the same boat. Maybe the common experience brought us closer, while we stayed apart.

The RMI team has been working hard to reach out and stay connected during the year. In April we held Coffee Talk trainings sessions to keep customers engaged while their locations were slow or closed and many were working from home. In August we launched a new social media initiative to connect with customers on a variety of levels. We also held our Virtual Trade Shows which helped connect our vendors with our customers while getting educated about new products.

If growing sales are a measure of a close relationship, then the year has also been quite a success. Consumers have been spending money on their homes, and we have benefitted with a strong year in all our product lines. We are fortunate to have great customers like yourselves and we appreciate you putting your faith and trust in us!

We are very thankful to you, our customers, in helping us achieve a successful year. But to me, the most satisfying part of this tumultuous year, has been watching the RMI team come together, despite the distance and working apart.

The holidays are a time for togetherness. For celebrating with family and friends and enjoying good times together. And while this year will certainly be different, I hope each of you find ways to keep close with your loved ones during this wonderful season!

We would like to thank you for your business, and wish all of you the happiest of holiday seasons and a Merry Christmas and Happy New Year!

Four locations to serve you from:

Lee, MA • Bensalem, PA • Flint, MI • Goldsboro, NC

www.raymurray.com