

Stafford-Smith Works with INOX for Quality Custom Fab and Top-Notch Service

Client: Stafford-Smith, Inc.
Project: Baha Mar
Location: Nassau, Bahamas
Website: www.staffordsmith.com

INDUSTRY LEADERS, WITH A LITTLE HELP

Founded in 1940 and headquartered in Kalamazoo, MI, Stafford-Smith spent the past 76 years becoming an industry-leader in commercial food service distribution. Through their 14 nationwide offices, the company provides comprehensive support for all manner of clients—from the largest sports venues in the country, to local, independently-operated restaurants—including design, planning, engineering, CAD, project management, delivery, installation and repair.

It is no wonder why Stafford-Smith enjoys over \$100 million in annual revenue and ranks as the tenth largest food service equipment dealer in the country. However, achieving this success begins with sourcing the right materials for every client. And while they have a wide-range of vendors to choose from, one name often comes to mind.

"INOX is one of the premiere fabricators of stainless steel kitchen equipment in the United States," says Stafford-Smith Vice-President Rich Harrison. "When a project calls for quality custom fab, we call Alex."

"INOX is the one you want on your team when dealing with a challenging customer."

— Rich Harrison, V.P., Stafford-Smith



A LONG-TERM RELATIONSHIP

The relationship between Stafford-Smith and INOX goes back over 20 years, but the bonds are not simply commercial, they are personal as well. Harrison has known INOX Project Manager Alex Diaz for 15 years, and when custom fabrication is required to accomplish a client project, he knows he can count on Diaz to go the extra mile.

"Custom fab is not easy, there will always be issues," says Harrison. "As a dealer, you need to partner with a fabricator that will be on your team to resolve issues as they happen. Alex always comes through in that regard, and takes projects we bring to him from the very beginning all the way through to the end."

According to Harrison, this dedication to service speaks to the value of working with INOX. Custom fabrication projects can be complex, and often the needs and expectations of the client only compound the complexity. Alex—and the entire INOX team—provide high-touch service and the professional expertise to exceed expectations on every project.

"Food service consultants have many stringent specifications and requirements only a few fabricators can meet," says Harrison. "Their attentiveness and ability to change on the fly really explains how they do such a great job."

The trust INOX earned with Stafford-Smith is one reason why Alex received a call from Harrison for Baha Mar, slated to be the largest resort in the Caribbean.

BUILDING PARADISE AT BAHAMAR

When asked about a recent example of the quality work INOX provides, Harrison immediately cited Baha Mar. And while the massive, \$3.5 billion resort has yet to open, it is a shining example of what INOX provides.

Stafford-Smith landed an impressive, \$23 million food service contract to furnish 15 kitchens, 12 bars, 20 suite pantries and several casino buffets at Baha Mar. Of course, all these projects required custom fabrication, and INOX was the right partner to overcome the technical and logistical challenges.

"INOX was our partner on this project from the beginning, because they're the ones to look to for quality, high-end custom fabrication." Says Harrison. "Alex went above and beyond to help us, and even came out to the Bahamas for the bidding process."

INOX delivered over \$1 million in custom fabricated stainless steel to Nassau. The end results reflect the quality production INOX delivers, and outstanding service Stafford-Smith continues to provide, for 76 years and counting.

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ABOUT STAFFORD-SMITH, INC.

- Food service equipment dealer
- Established 1940
- Headquarters in Kalamazoo, MI
- 14 offices nationwide
- Over \$100 M in annual revenue
- 10th largest dealer in the United States
- www.staffordsmith.com

ABOUT INOX

- Premier Manufacturer of Stainless Steel Food Service Equipment
- Located in Hialeah, FL
- For Quotes, email quotes@emjacindustries.com
- Call toll-free at 1-800-767-8339