

LEED COUNCIL FOCUSES ON A MEMBER: ARTISTS' FRAME SERVICE

Artists' Frame Service
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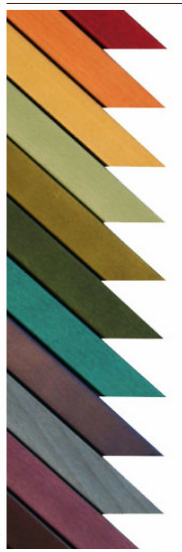
Growing up Jay Goltz learned the value of providing customer service from his parents and grandparents dime store. They taught him the importance of giving the customer what they needed and making sure it's right. When he was a young adolescent he enjoyed working and building things in his friend's father's frame shop. After Goltz graduated from college he decided to take a different direction, instead of working for a company he took a risk by starting his own company. He thought the frame industry's real problem was its failure to implement sound business practices and this was something he could achieve. He believed that the two things he enjoyed in life, the art of framing and business, could coexist together. Goltz believed he could do a better job establishing a strong business practice in the industry.

In 1978, Jay Goltz founded Artists' Frame Service, a store producing customized picture frames in the Clybourn Corridor Planned Manufacturing District. Today he has four businesses that make up the Goltz Group: Chicago Art Source, an art gallery for corporate and residential customers; Jayson Home and Garden, an upscale furniture and garden store; Bella Moulding, an importer and wholesaler of picture mouldings; and Artists' Frame Service, the largest custom frame shop in the country.



Some of the challenges that the company has faced is the harsh nature of the competition in the industry. "The company continues to stay ahead in the industry by using the best materials, top of the line machinery and having the attitude of we don't sell frames but we sell quality", says Supervisor Rene Corrales. He continues to say, "I like working at Artists' Frame Service because it is a unique company like no other...they really care and take care of their employees, the workers are happy and it reflects in the end product in which they sell."

Some other things that make the company unique are as follows:



THEY HAVE NO SALES CLERKS ... Their framing consultants have art backgrounds and years of experience. It makes a difference...a big difference.

IF IT'S IMPORTANT TO THEIR CUSTOMER, IT'S IMPORTANT TO THEM... They handle every item with care and respect.

THEY GO THE EXTRA 10,000 MILES ... They have meticulously, rigorously, and passionately sought out extraordinary frames from around the world so that their customer goes home with the perfect frame.

ONE WEEK TURNAROUND ... With a large inventory and a great staff, they can and do complete the customer's order in one week.

Corrales states, "The good thing about the location of Artists' Frame Service is that Jay was a pioneer and had a vision of the Clybourn area. Many years ago there was nothing there until Jay. He has a good idea of how a business works and everything he puts his hands on he makes it positive- like a business man of the future. He is the best entrepreneur in Chicago ."

If you are ever hungry in the neighborhood, Corrales recommended Mitchells as always a good place to have breakfast and lunch with excellent service.

Jay Goltz, founder of Artists' Frame Service has served on the Board of Directors of the LEED Council for more than five years. Jay stepped down last year as LEED's Chairman but continues to serve on the board.

Thank you Artists' Frame Service for your constant support and congratulations on your 30th Anniversary in 2008! May you continue to succeed as you continue to grow!

