

FROM THE EXECUTIVE DIRECTOR

April has arrived, and Meeting of the Minds was a few weeks ago. We now have the survey results and have had time to digest it all. As I stated back in the February edition of the TRIBune, Gaylord Opryland is huge, AND it can be difficult to navigate, and we certainly saw those complaints in the surveys. But overall, survey results showed that most people enjoyed the new venue and its resort feel, once everyone became familiar with the layout.

The meeting content of the Meeting of the Minds got great reviews in the surveys. 98.6% of the survey participants said the Meeting of the Minds portion of the event was informative and worthwhile. One lonely person answered no to the question, however 100% said the overall event was a productive one. Below are several comments from members about the meeting portion of Meeting of the Minds.

Some of your comments:

As always, we learned a great deal and came aback with many new ideas. It is very helpful for the bigger chains to reveal real time information with us and allow us to actually see how some of their ideas work so we can apply them to our models back home.

....more



Calendar of Events

APRIL 11

Arkansas Rental Dealers Association Annual Meeting.

APRIL 14-18

High Point Furniture Market
High Point, NC

APRIL 24-25

Kansas Rental Dealers Association Annual Meeting
Mulvane, KS

May 15

Pennsylvania Association Of Rental Dealers Meeting
Harrisburg, PA

REFER SOMEONE TO TRIB GROUP!

Do you know a RTO dealer who would benefit from joining TRIB? Ask about our Member Referral Program.

RTO
WORLD18

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CURRENT MEMBERSHIP COUNT

198

"Success is never final, failure is never fatal. It's courage that counts."

— John Wooden

Karl's Korner

Aging Without Getting Old

It just happens, as I am writing this, I am celebrating my 62nd birthday. This has made me ask the question, "Am I getting old". My answer, "I am aging, but I am not getting old." I am physically aging, things have changed and have been rearranged by the years, but I refuse to let the inner me get old. I do this by believing there is always something new to learn, some new technology to use, something new to keep me up to date.

I believe that any entity (person or business) will get old if not allowed to keep up to date. The RTO industry is aging; it is a far way from 19" or 32" TVs and "rip and dip" furniture. As the industry has aged those dealers who have kept up with the trends and technology have not grown old, and those who have not are no longer in business. Things are moving faster than ev-

er, and we, and our businesses must keep moving with the changes while aging, but not growing old.

At Meeting of the Minds there was an energy to learn. I believe that Chris Kale, Jr., and the members who planned those break out sessions tapped into our need to learn and created that energy. The response from members was overwhelmingly positive in what they learned.

We are never too old to learn and use the technology available. My recently departed uncle maintained a blog with an accompanying Facebook page through his 90s. He was always with his iPad or at his computer (with dual screens), writing, learning and corresponding. He passed away last year at 98. We may age, but we never should get old.

-Karl

Your comments continued...

"I think that the breakouts (TRIB) were better than previous years in that there was more discussion of applied solutions rather than debate on who's system is better."

"The meeting format and information was really great and helpful!"

"Good panel discussions and it was nice to see the younger members of the group getting more involved than ever."

"The enthusiasm and level of dealer engagement fired me up..I

thoroughly enjoyed the panel discussions and everyone I talked to seemed to feel the same way."

"I mixed between TRIB meetings and BrandSource breakout sessions. I feel the BrandSource meetings have added value. The TRIB Whirlpool meeting was very informative."

"Todd's sales breakout was excellent. Breakouts in general were all improved. There was more information as opposed to people debating theory. Real tangible ideas with specifics to use."

“This was our first TRIB show that we have attended, and we found these meetings to be very informative and there is no way you can leave without being educated and encouraged to improve your operation. We save so much on the deals and with the vouchers.”

“It was a great location. The breakout sessions for the most part were very informative.”

Along with all the great shared information and panel discussions, \$2000 in vouchers funds, \$800 registration and hotel funds, meetings like this promoted by TRIB Group are a no brainer. Mark your calendars and make plans now for RTO World, August 20-23 in St. Louis for more great networking, seminars and buying opportunities.

Dennis



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Vendor Spotlight:



Whirlpool has a NEW RTO TEAM in place as of 3/1 and they are excited to partner with the Members of TRIB Group in 2018. Sales Manager Brian Kittrell says the team has been put together to respond, support and fulfill **orders for the group.** “We are here now,” he says, “staffed and ready to take care of your team and to respond.

The team will also be supported by Christine Bruner, Richard Ziegert, and Janie Crandell and provides decades of combined experience in RTO.

Reasons to consider choosing Whirlpool include:

- ◆ 80% of product is manufactured and assembled in the USA.
- ◆ 2 year parts and Labor on product for RTO
- ◆ Schedule Service 800-952-2537 opt 2, opt 2
- ◆ Flat Pricing for 115 models that are the top sellers for RTO

Whirlpool RTO Dedicated Team

Sales Manager- Brian Kittrell, 806-777-7913, brian_kittrell@whirlpool.com

Inside Sales Specialist - Christine Bruner 865-470-5062, brunec1@whirlpool.com

Credit- Janie Crandell 269-923-8361, rentals-credit@whirlpool.com

Warranty/Service Specialist- Richard Ziegert 269-923-4929, richard_s_zoegert@whirlpool.com

*Orders can be placed on Whirlpool Web World www.whr.com with your Sold To # or contact the Order Management Team 800-952-2537 option 5, opt 4 top 2 Knx-Ordermangement@whirlpool.com

*Web World offers product information features, install instructions, dimensions guide, use and care guide, energy ratings) invoice inquiry, target deliveries,

*Whirlpool Pro- www.whirlpoolpro.com

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