



SPEAKERS

Drew Blackman, Clayton Blackman

Drew Blackman 00:00

The KRGS Doors show proudly brought to you by KRGS Doors for all your shopfront roller shutters, roller grilles, folding closures and bifold doors, visit www.krsgsdoors.com.au. G'day listeners. Thank you for joining us. Welcome to the KRGS Doors podcast. I'm your host Drew Blackman. This is our first episode. And the aim of our show is to talk to our staff, customers suppliers and get to know them a little bit better. If you're interested in joining us on the show, drop us a line or email or connect with us on Facebook. And we'll have a chat to see what we can do there. Today's guest is our owner and Managing Director of KRGS Doors. Ladies and gentlemen, welcome Mr. Clayton Blackman. Thank you for joining us, Clayton. Welcome to our first episode of the KRGS Doors show.

Clayton Blackman 00:53

Thank you Drew. I didn't know we had so many people in the room. applauding in the audience.

Drew Blackman 00:58

Yes, it's a capacity crowd here. It's a packed house. So as you heard from the introduction, we're just gonna have a chat. Start off tell us a little bit about yourself.

Clayton Blackman 01:07

Oh, by the way, it's nice to be the first one. It's good to be important. So the Clayton Blackman story. You want the long version, the short version or do you want the just roll grilles and shutters version?

Drew Blackman 01:19

All of it all of the above?

Clayton Blackman 01:21

Okay So for 48.....48 years of age in a couple of weeks time, married,

Drew Blackman 01:27

have had a tough life

Clayton Blackman 01:29

and married, married to my darling bride Leanne , 25 years in January. And we've got three beautiful daughters, Maddison, Chloe and Monique, and this is my 30th year in the roller grilles and shutters industry. Can you believe that?

Drew Blackman 01:46

It is a fair effort 30 years well done. So how on that How did you get started 30 years ago?

Clayton Blackman 01:51

30 years ago, I came straight out of school, straight out of James Cook Boys High and it was school holidays end of school obviously. And our father Phil was working for a company called Monarch which also mum was working there Monarch Group, they manufacture aluminium roller grilles and shutters and I went there straight out of school and started sweeping the floor and then went into manufacturing and it was a time when it was pretty busy this time year as you know with Christmas time. So helped out with the installations. I went out as offsider with installations and servicing and that's did some servicing over that time and then was in the factory meant still in the new back to manufacturing and then just general ruse about doing, I was the truck driver and learnt the product from the ground up which has been fantastic because you learn how to make and then instal and service and obviously then went into sales and I really got to thank two particular people there that gave me an opportunity obviously, Norm Stibbard and Lorraine Stibbard for giving me an opportunity not only to work there was, was a great family company even No, our family had no ownership. Our family was That was all. As you know, Drewie, it was all taught one one big family. Norm gave me an opportunity in sales. I was only young, like I was only probably was just after I got married or just before we got married, where what's that? So it was about 23 years of age, going into sales was pretty daunting. Norm taught me a lot about life and business Norm taught me a lot about business. But also, I got to work alongside Dennis Glover, who taught me everything about the industry, the customers, the product. So everything that I know, within the product was It was given to me by Dennis Glover, who I'm very thankful for and also as well as obviously Norm and Lorraine for giving me that opportunity. And I pursued other things like I was going to, I was going to join the police force and had an opportunity and then got to join the police force and then turn them down. So to stay in, in this role of grilles and shutters industry.

Drew Blackman 04:04

How life comes full circle.

Clayton Blackman 04:07

Yeah, absolutely.

Drew Blackman 04:08

So then fast forward, how did KRGS Doors come about?

Clayton Blackman 04:12

Monarch got bought by an American company, American gentlemen, they brought in their own people at Monarch and tried to show us, I guess on how to how to do it, how to run it after so many years of experience and I thought it sort of lost that personal touch, it last that family, family touch I just thought I had an opportunity seven years later in 2007 with an opportunity to look after the customer that

customer service just wasn't there. That 24 hours a day seven days a week customer service wasn't there. And I thought I could have a shot at it and do it for myself. Anyway. So June the seventh 2007 Kings roller shutters kicked off. And here we are now. 12 and a half years later.

Drew Blackman 05:00

So that was 2007 that was the the height of the GFC. Yeah, that was a good time to go into Business.

Clayton Blackman 05:08

Yeah. If you're ever going to if you're ever going to be ever going to go bust go into business then

Drew Blackman 05:14

Yes, fantastic. So owning your own business and running your own business what's been your biggest challenge?

Clayton Blackman 05:19

I think biggest challenge has been staff and I I'd talked to anyone in business about the same thing. Staff's your biggest your biggest hurdle, you'll go through 10...10 Good staff before you find one. We've been pretty lucky here we've had some long termers we've still got some long term staff here that have been with us for a number years guys like James Hosking and Tao have been with us for a number of years, and you're only as good as your staff but they've been extremely loyal but that's probably the biggest hurdle I find is finding the right people

Drew Blackman 05:53

Then on the flip side, what's been the biggest high the biggest win that you've had in those 12 years?

Clayton Blackman 05:57

Oh mate, I still get a high every time we make a big sale you know, every time that that purchase order comes through for a sale that's always that's what always drives me and still gets me I mean, you still want to try and win that big sale That's the feeling you get when you're when you're when that

Drew Blackman 06:15

So does is that the thing that motivates you to get out of bed each morning?

Clayton Blackman 06:18

Absolutely yeah, that's that's get out and be number one and win that big sale that's what still drives me to be the best

Drew Blackman 06:26

On the shop Fitting side of things. What do you find, What's the biggest changes that has happened in the shop fitting?

Clayton Blackman 06:33

Oh, wow, shops have changed dramatically. I mean, look, I remember 30 years ago, we were doing it it's funny because it's a full circle like you said earlier. We started off everything was clear anodized and

then for some reason it went big everything became bronze anodized and then all of a sudden this big thing powder coating came along well everything was everything was powder coated every every colour every job that came through was powder coated. Every every shop was like the colour of the rainbow. And and then all of a sudden that does the full circle and it goes back to clear anodized Yeah, it's it's does a complete a complete circle. But I guess the thing that I noticed is I remember when I first went into sales, and I remember walking into Westfield Miranda with Dennis it was one of my first days in sales and we went out there and Westfield Miranda was under construction, the new big extension and so forth, and are all are can't believe this as are all three metre bulkheads. Look at how these bulkheads are they're all can't beleive how high these bulkheads are. I can't beleive how high these doors are three metres and it's just it's just gone bigger and bigger and bigger. Yeah, I mean, like Westfield Bondi was four metres. So I guess grilles and shutters is always been there. But I guess the other thing is the folding closures and for staff wise, and you've probably seen it too. Even with the grills and shutters, they're getting wider and higher and everything's motorised now further for the staff to come in and turn the key switch and away goes the doors that have to really worry about the staff hurting their back or operating the door. With with mullions or any of that type of shit.

Drew Blackman 08:03

Where do you see the future of shop fitting heading and roller grilles and shutters and not only that shopping centres, like we know now we go in. And it used to be just shop after shop after shop, you'd have your major and sense. But nowadays, it's more of a destination to go through to the shops that there's an eatery a place to hang out. There's a movie centre and there's a

Clayton Blackman 08:27

I've heard Brian Gorman former Scentre group, I've heard him say that they're trying to turn it into an experience they're trying to turn in it's not only just you go to the you don't only just go to the shopping centre for shopping, you go there to eat or you go there to entertain like movies or something. And also, I see with the retailers, they're obviously getting bigger stores like the ones like h&m and so forth coming to Australia, they're getting bigger stores but obviously the the online retailers I think they're different generations to do like a lot of younger kids as you know, like my daughters and probably your kids as well. They do a lot of online shopping and stuff getting delivered and that sort of stuff where you and I Yeah, where you and I are probably touchy feely I want to go out and actually see it and feel it and touch it and that's the colour and try it on and that's they're a little bit risque with oh hope the size fits and that type of thing you know what I mean, so it's probably two different generations of shopping there.

Drew Blackman 09:24

Our last lot of questions is what we call our Fast Five. It's going to be some rapid fire questions. Just to get a bit a bit more to know about you. What would be your last meal of choice?

Clayton Blackman 09:34

my last meal of choice. Last meal ever. Oysters Kilpatrick

Drew Blackman 09:38

Oysters okay. What's your drink of choice?

Clayton Blackman 09:41
milk

Drew Blackman 09:42
milk, just plain milk

Clayton Blackman 09:43
choccy milk. If we're going to be particularly talking about

Drew Blackman 09:47
your number one movie?

Clayton Blackman 09:48
Jerry Maguire

Drew Blackman 09:50
Does that come back to show me the money show me the money? Your favourite app on your phone?

Clayton Blackman 09:56
My favourite app or my most used app?

Drew Blackman 09:58
We will do both favourite app

Clayton Blackman 10:00
favourite app Probably my TAB app

Drew Blackman 10:02
TAB account? Yes.

Clayton Blackman 10:04
Most you probably Facebook. Yeah.

Drew Blackman 10:07
The tab accounts probably up there for most users.

Clayton Blackman 10:09
No, no, no, no, no,no. Yeah.

Drew Blackman 10:11
And finally,if heaven does exist, what would you like to hear God say when you get to the pearly gates?

Clayton Blackman 10:18

Clayton, what the fuck are you doing here?

Drew Blackman 10:19

It's not your time yet. turn Back turn around.

Clayton Blackman 10:22

Exactly.

Drew Blackman 10:23

Well, Clayton, thank you very much for joining us on the first episode of the KRGS Doors podcast. We'll have a chat again.

Clayton Blackman 10:32

I look forward to many of these.

Drew Blackman 10:33

Thank you very much. Cheers. Ladies and gentlemen, that wraps up our chat with Clayton Blackman, the managing director of KRGS Doors. Thank you for joining us. You could be anywhere in the world but you're here with us. Till next time, cheers. The KRGS Doors show proudly brought to you by KRGS Doors for all your shopfront roller shutters, roller grilles, folding closures and bifold doors, visit www.krgsdoors.com.au