



## SPEAKERS

Drew Blackman, Clayton Blackman, Advertising

### **Drew Blackman** 00:00

KRGS Doors show proudly brought to you by KRGS Doors for your shopfront Roller Shutters, roller grilles, folding closures and bifold doors, visit [www.KRGSdoors.com.au](http://www.KRGSdoors.com.au) Welcome to the KRGS podcast. I'm your host Drew Blackman. The aim of our podcast is to talk to cool people with cool stories, whether it be our suppliers, customers, staff, other business owners, or people from different walks of life and get to know them a bit better. If you're interested in coming on, drop us a line or email or connect with us on Facebook and we can have a chat to see what we can do. In our last episode with Danny Elassaad from CW Products, I mentioned numbers guru and rugby league super coach Jim Pizanias from MPK Accountants was our next guest. Unfortunately, due to the current environment, Jim being an accountant is run off his feet with his customers. Jim will be joining us on a future podcast He has promised. On today's podcast I am joined by KRGS Doors Managing Director Clayton Blackman to see what is happening in the shopfitting world and discuss small business and how they're surviving this Corona pandemic. Welcome back to the podcast Mr. Clayton Blackman. Welcome back to the podcast. Clayton.

### **Clayton Blackman** 01:16

Thanks Drewie, off the bench for Jimmy Pizanias. Unfortunately, he's under the pump. Yes, Couldn't make it I'm back from a sec, I must have made an impression on the first one because I'm back for a second run.

### **Drew Blackman** 01:27

Well, I must say your podcast was the most downloaded episode we've had so far. But

### **Clayton Blackman** 01:32

why does that not surprise me?

### **Drew Blackman** 01:33

Well, I have had confirmation that they're using it to put babies to sleep in hospital these days.

### **Clayton Blackman** 01:39

If I listened to it more than once, does that count as a couple of episodes?

**Drew Blackman** 01:44

A couple of downloads? Yes, yes. I heard you do have it on repeat. On loop. You do love your own voice. What's going on what has been happening? Before everyone went into meltdown, you've been tripping around a little bit

**Clayton Blackman** 01:57

I've had couple of visits around to some premises. And one I was very, very good. Actually. We've got an invite to go to a conference up at Kingscliff on the Gold Coast. And it was with a company called Total Fitouts who are shopfitting company and they do it a little bit different. They franchise it. So they've got these Total Fitout brands in all states of Australia. The main gentleman that looks after is gentleman by the name of Jeremy Dyer. And he's he does a really good job. And they put on a really good conference. They had some great speakers. They had this American gentleman that come in and spoke on the first day he was very good.

**Drew Blackman** 02:33

How many people were in attendance?

**Clayton Blackman** 02:35

not a 100%. Sure, but it was probably about 40 to 50. So they're I think at the moment, they've got about between nine and 12 franchises are probably probably closer to 12 franchises. I know they've got guys in Adelaide and even over in WA in WA but also over in New Zealand. So got to meet all the franchisees and so forth. And we've picked up a bit of work from some of those guys already doing one for Michael down in Melbourne at the moment as we speak, but it was really good the way they bring all their guys together. So what Jeremy's office does is they sort of do all the behind the scenes things for these guys in all these franchises. And using bulk buying type thing. So for example, like the had Bunnings there. So obviously, every one of those franchisees can then tap into the discount because they're buying it in bulk.

**Drew Blackman** 03:24

Rather than a small business trying to buy?

**Clayton Blackman** 03:27

Obviously that's where they're trying to include us so we can supply them grilles and shutters it's not just a one off brand Total Fitouts. It's all different franchisees around the country side. So it was really good to pick up what they're trying to do. And I haven't seen it been done in that situation particularly we shopfitting before, but it was really professional. They put that on every 12 months. And on then on the Wednesday night they had like a welcoming dinner where everyone comes along and had a few bites and drinks and so forth, which was wasn't too late. It was good night. And then Thursday, they had the speakers and we got to put on a display and so forth and promote our product with them. But it was it was it was good to see that side of things on how they do

**Drew Blackman** 04:12

So the speakers sort of things what type of speakers do they have?

**Clayton Blackman** 04:16

So this gentleman, I forget his name, I should have got his name before I come on the podcast but he'd work with Facebook, he was a marketing marketing guru. And he'd work with Facebook and been with different other companies and and it was good to see he saw. I've seen a couple of those guys, American speakers, you come away and even if you can pick out one or two different ideas was really good. One thing that I did pick up on it was a good really good story that he told. And it was a company called Neiman Marcus. Right. So this is a company Neiman Marcus here in Dallas, Texas, which is obviously close to my heart because I like the place and what sort of show they do everything from clothing to shoes to chandeliers like they were the in in the 1950s Our these massive big retailers

**Drew Blackman** 05:01

similar to Costco.

**Clayton Blackman** 05:02

I'm not sure possibly you might go there and under no chandeliers at Costco, but it was very, very big in the 50s. And all the staff all immaculately dressed. So they all had the gentleman wearing tuxedos, ladies all wore dresses. Anyway, they were really big on customer service. Okay, massive on customer service. So Neiman Marcus opened up this branch at Dallas, Texas, the first one, one of their opposition guys was going to try and test him out and try and be a bit of a smarty about it. Anyway, he walked in with a wheelbarrow with four car tires, yes. And he walked in and then seen this gentleman there. Anyway, he said, I bought these cars here and I don't need them anymore. I want to get a return or I want to get a refund fund. So he the gentleman straightaway, he writes out his refund. So sir, if you take this slip of paper with you over to there, and I'll refund you straightaway. Anyway, it turns out Neiman Marcus didn't even sell tires, right? I didn't even sell tires. And this is the story. This is the customer service that he's talking about. He didn't have to this guy was going to come in and test them and see what they anyway, he proved him wrong, and gave him his money back even though he didn't buy it from Neiman Marcus straight up into this day. That wheelbarrow with those tires are still in that premises. Right. So that reminder, just as a reminder, this is the customer service we're talking about,

**Drew Blackman** 06:29

or are they for sale now?

**Clayton Blackman** 06:35

Not sure. But yeah, that was one thing that really hit home with me with with Neiman Marcus. I thought that was really good. Also, when we went up to the Gold Coast on the Wednesday, I went and met with a company called Dux studios. They're on the northern side of the Gold Coast. And I met with Joel and they do a podcast. They're only new at it. I think he's put I think I was the third one. Okay to go to a but they're they're a small shopfitting company. But they they just invited me to come up and have a chat with them. We've done some work from before was basically just tell the story of mine and KRGS Doors and how how we got into the industry.

**Drew Blackman** 07:15

I believe their podcast is called the first dollar. Yes. And it's a focus on how as a company you earned the first dollar for the company.

**Clayton Blackman** 07:24

Yeah, that's correct.

**Drew Blackman** 07:25

Yeah, I know he's had there's a company on there and I forget the name they're they're a hamburger place. Yes. Locally there locally.

**Clayton Blackman** 07:25

I think they are down at Tweed

**Drew Blackman** 07:26

Yes. And just on customer service, the that podcast they tell a story about that we're having trouble with one of the delivery companies Uber or or something like that. And the lady got a delivery of her hamburger and it was absolutely disgusting and she complained and the gentleman that the owners asked her to send a photo photos of and send it back and send it to us and it turns out that the hamburgers they sell a gourmet and quite flash yeah and quite nice they are in it turns out that it was a McDonald's Mcfeast yeah type of hamburger that the driver had either dropped it or eaten it the drivers eaten and then ducked to McDonald went to put it back into the package and send it he faced and he went a year so that's an interesting story that one but then they flipped whoever that I think it was who adult deliveries doing their food flicked flick them yet I no longer engage them after that one sort of

**Clayton Blackman** 08:29

because they were making bugger all out of it. No, I think yeah, it was making two and six out of it. Yes. Two as a delivery but yeah, but that was that was quite interesting to catch up with those guys and tell our story and so forth.

**Drew Blackman** 08:41

So you just really mentioned our story how we began

**Clayton Blackman** 08:43

Yeah, it was just how I got into the industry so it was pretty much a rerun of our first episode here on KRGS Doors podcast that was how I how I got into it and how KRGS Doors evolved in

**Drew Blackman** 08:58

what's the set up like similar to ours?

**Clayton Blackman** 09:00

Yeah my very similar just like this around a boardroom in an office and yeah, just one on one and was yeah it was it was good was just casual just like two blokes having a chat.

**Drew Blackman 09:11**

Now another event and I attended this event as well. It was the ASOFIA event which was held at the Laminex premises here in Sydney at Alexandria I think they call it the hive which is quite a good setup. It's the Laminex showroom as such, which has got all their products. Yeah,

**Clayton Blackman 09:26**

I hadn't been there before. I've driven past 100 times yeah it is pretty flash. But it's a good setup. Yeah, good setup.

**Drew Blackman 09:32**

And then that one Laminex made a presentation on the on the products and what they've got coming out

**Clayton Blackman 09:38**

got some new new Laminates and So forth

**Drew Blackman 09:40**

Yes. And then also AMP made a presentation on their two upcoming shopping centres, which is Marrickville Metro which has had an upgrade or in the process of getting an upgrade and Karrinup over in WA.

**Clayton Blackman 09:54**

Yeah, so it was good to see that presentation on the night by AMP because obviously We were doing work there at Marrickville Metro. So we're putting in our Steel Shutters and our Series 3 shutters. And also was good to talk to the guys about Karrinup Because they're interested in talking to us for some of our Folding Closure products over there in Western Australia.

**Drew Blackman 10:20**

Yeah, it's quite interesting seeing the shopping centres now. And we've briefly spoken about spoken about it in the past that it's now an experience that you just don't go to go to Woollies, or you just don't go to the shop. They've got the entertainment. They've got the eat street. The whole lot. They're really trying to make it a destination.

**Clayton Blackman 10:38**

Yeah, they are.

**Drew Blackman 10:39**

And AMP on their presentation really prove that, that that's what they want to achieve.

**Clayton Blackman 10:43**

Yeah, they showed some wonderful photos and so forth, what they're trying to achieve their Marrickville, Marrickville, they've got some they've gone for a little bit of what I would call the retro look old style because of the area with some different paintings and so forth, and different sculpture. And Karrinup, I think, Karrinup, it was only about 12 kilometres or something from the city close to the water.

So yeah, it's some exciting there was some upcoming project say that, and obviously we're involved with it, which is good.

**Drew Blackman 11:14**

Just on the back of that, what other projects have we got coming up.

**Clayton Blackman 11:17**

So at the moment, we've got a couple of shopping centres, which is, which is good for this time of year. It's a little bit unusual, but we've got some couple shopping centres, which is Cameron Park, doing some work up at Cameron Park, which is up the freeway up the M1 doing some I think we start there on the 31st. Yes, and then also another shopping centre here in the west of Sydney at Caddens Corner. So that's nice on that we've just picked up recently doing some work out there, I've got to go to site next, I think it's next week and measure up some shutters out there. fairly good sized job, one that we're putting in next week, just a local one here in Granville, which is the Granville Community Centre which is pretty, pretty massive if you go past and have a look, it's an indoor pool and indoor area and so forth. But it's some it's all one level but it's really really spread out that that sort of area and land that they've got there at the moment.

**Drew Blackman 12:10**

Lately I'm finding that the councils are really tipping a lot of money into those areas for parks and centres like that for the community, which I don't know if they've done that all in the past.

**Clayton Blackman 12:24**

Well there is there's another one actually we're doing that just come to mind was talking about the community. There's another one Zetland which is same thing. Right in the city. They are right in the inner city with indoor pool, gym facilities and all that type of thing. Yeah, very, very similar, or is it all single level but just just spread out

**Advertising 12:43**

Hi guys, sorry to interrupt the podcast but I just want to tell you about the KRGS clearvision roller shutter, constructed of 98 millimetre polycarbonate slats interlocked with aluminium joining sections. The polycarbonate comes in standard clear or is available in Smoke, Sky, Tiger and Lime and the aluminium can be powder coated to match your decor. Manual or motorised operation is available depending on the size. For more information, visit [www.KRGSdoors.com.au](http://www.KRGSdoors.com.au) or call one 1800 897 822. Now back to the podcast.

**Drew Blackman 13:15**

Now I don't want to mention it because I believe it's been on the news enough but we sort of have to Coronavirus or COVID-19 as they like to call it the C bomb. It's also known as in other how's KRGS Doors travelling in this time.

**Clayton Blackman 13:32**

Well, I guess like anyone I'm a little bit Corona'd out to be honest. But you just got to stay positive. I think that's one thing. I just read an email that there's another thing that I was involved with just being

postponed but just gotta stay positive. I don't think anyone's actually got the correct answer for Coronavirus. Because we've never had this in the past. Something I heard something you saw on the radio like SARS and so forth it necessarily affected one country even even look back. Oh, comparing it to 911. Like the devastation that had on the US with 911. That devastation was probably only with New York, where the rest of America and the rest of the world still traded and continued on. But this is absolutely put the cleaners through through everything that changes in this country. It changes not only every day, but every hour you know There's so many things and I don't think anyone has actually got the answer of what the thing is. Obviously, we're a small business and we don't want to shut down and people say our non non essential items closing but I think we're the most important essential item going but we're always a small business but I can't see the answer or I can't see anything happening unless they're going to actually close the place down until the numbers decrease. Yes. The only thing I can say is shutting the whole place down until it clears whether it's for two weeks. I'm hoping it's only sort of four weeks and we're back up and running. But Touchwood no one no one here or no one close to us or no family or so forth suffer from it. Yeah, it's it's quite scary. And no one's got the answer, because it's not. It's not in the rulebook. How do you how do you cope with this before? You know, it's no one's ever happened before? I mean, how do you how do you prepare for something? How you were going to shut your business down? And I, I feel really sorry for those businesses. Like, I'd hate to have a cafe or a restaurant or or one of those at the moment or even a pub. It's the unknown. Yeah, you don't know. Like, how long? How long are those poor buggers gonna end like, I look, I was at Castle Towers yesterday, I measured up a job. And you could of fired a shotgun through there and hit no one. It was just like a morgue was so quiet. Yeah, no one's got the answer. And obviously, they don't want people congregating. But how to know the Coles and Woollies those type of ones. And Aldis, I think they're obviously going to stay open because people are going to need to shop and so forth. Because I'm not a panic buyer. Like, I haven't gone out and bought up big time. But obviously those sort of centres, but I don't know about the retailers. And so for like I see a retailer today, Michael Hill, they're shutting their doors to close all their stores, for their staff and so forth. Yeah, I don't know what the answer is, do we do we shut down for a month or five weeks or whatever? Do we shut down and then and then see what what comes of it then?

**Drew Blackman 16:33**

It's interesting to retail if they stay open. And there's line up at the local office, the CES? I don't know still called the CES. It was the CES back in my day, but there's lineup because of all these people losing the jobs. So there's no disposable income now for those retailers to, hey, I've got to continue to pay my rent. I've got to continue to pay my staff. But no, I'm spending

**Clayton Blackman 16:58**

only shops are going to spend any money coles and woollies. Yeah. knows no one else buying any other apparel.

**Drew Blackman 17:05**

What are your thoughts on the government of how they've been

**Clayton Blackman 17:08**

Im a Scomo supporter, Always have always will be. But we're a fucking Island. Like, let's be smart about it. We could have we could have closed the place down look at New Zealand. Yes. Sorry. What's the Prime Minister New Zealand? fantastic. She got on the front foot. Sorry. You can't come in. Yeah, so I know. It's been hard nosed if you're overseas. All the cases that came in to Australia from being brought in from overseas,

**Drew Blackman 17:42**

none of them started here.

**Clayton Blackman 17:43**

If we put the closed sign up. Guess what? We don't get it. Yes. I understand. Australians are overseas and they want to come home. But I think we haven't done the right thing with these cruise ships coming in as well. Like all these cruises, you can see him line up in the harbour. Down the south coast. You can see them just about nose to tail down, near Wollongong, there's this people on those boats confirmed cases. And then we let them back in. They've got to self isolate, like this is the horses Bolted. Yes, the horse has bolted law. So I will say that we should have just shut the borders shut that put the foot the fence up and just say hey, guys, sorry. Until further notice. Yeah. Do the crime. pay the fine? Certainly.

**Drew Blackman 18:26**

That all make sense. And I think it is an unknown as you said, it's changing every hour of hey, this is what's happening. And this is not what's happening. You just don't know.

**Clayton Blackman 18:37**

No. And it's only going to get worse before it gets better. Yes, currently.

**Drew Blackman 18:41**

Now here at KRGS Doors we've just released three new products, which is our crystal clear high security grille, our mesh infield to suit our folding closure and our coloured poly to suit our clearvision Roller Shutters. Our Crystal Clear high security grille is a solid polycarbonate rod with polycarbonate link for full transparency on the doors. Clayton you've seen a couple of these we put one in at a bar recently. Which looks really good with the bottles behind it and the glass behind it. Yeah, come up nice. Yeah, so it's just something different. There's nothing else on the market like that.

**Clayton Blackman 18:42**

No, there's nothing else like that. It does look just eye catching. It's just there for the look and so forth. I do like the look of the the ones where the other two products at the mesh infill and the coloured poly. It's something different. you know what I mean, you don't want the same shop over and over and over and again, and people are looking for different design we've we've had the one type of mesh infills now for a fair while out on the market. So we're trying to change it up and come up with some different pattern different patterns. Yes. Okay. It's you're going to see it when stores close. Your shop front say to be seen when Coles and Woollies are open for long hours and K Mart for 24 hours. you still want to be able to show your your store off



**Drew Blackman** 19:52

well not only that you want to be engaging your customer even when you are closed

**Clayton Blackman** 19:56

thats right and the same with the coloured polycarbonate you know that we've got it in In the smoke the blue the tiger and the green I believe yes so obviously matches in with your colours your colour of your store and your branding

**Drew Blackman** 20:09

and with those products too they can be powder coated in the Dulux range to suit the decor. Now we all know your love of sport and most of the sports been cancelled. What are you doing with your weekends now that there's no

**Clayton Blackman** 20:23

Well i dont know mate. because I spoke to Leanne yesterday and I sit on the

**Drew Blackman** 20:30

Leanne is your wife

**Clayton Blackman** 20:31

my wife sorry. And I said footies been cancelled on the weekend? Like how am I gonna this eight games like what am i i just mowed the lawn on the weekend last weekend so it won't need doing again this weekend. So yeah, I'm not sure mine I haven't been on Thursday night I haven't been put in that predicament as yet because the footies not on but it's kind of a bit strange Saturday night or with no footy. Yeah, I don't know what

**Drew Blackman** 21:00

all I ever know now flicking through the TV channels like we've got Foxtel and you straightaway go to the 500 channels and I think 502 is the rugby league channel and then you look for ESPN to see if there's any basketball on and

**Clayton Blackman** 21:15

leaving a 506 site the V8 supercars is none no supercars that Yes. It's all I know. It's why it's reruns of not an either the footy channel, they might put reruns of old games on something I'm not I'm not sure but

**Drew Blackman** 21:29

yeah, maybe mash reruns mash. So watch them again. It'll be back to back. Yeah, cause then. I think that war only lasted for years. But mash lasted about 12 years a TV show

**Clayton Blackman** 21:41

that would be as exciting as a kick in the nuts. Yeah, that'll be thrilling.

**Drew Blackman** 21:43

Clayton, thank you for joining us on the podcast.

**Clayton Blackman** 21:45

Thanks, Mate. Thanks again.

**Drew Blackman** 21:46

And I'm sure we'll get you on a few episodes Time.

**Clayton Blackman** 21:49

Look forward to it

**Drew Blackman** 21:50

have a good one. That wraps up our chat with Clayton Blackman Managing Director of KRGS Doors. If you have missed any previous episodes, you can download them from our website, [www.KRGSdoors.com.au/podcast](http://www.KRGSdoors.com.au/podcast) or on your favourite podcast player, search KRGS Doors. Don't forget to hit the subscribe button as it boosts our ranking and also my ego. As always, you could be anywhere in the world but you're here with us. Thanks till next time. The KRGS Doors show proudly brought to you by KRGS Doors for your shopfront Roller Shutters, roller grilles, folding closures and bifold doors, visit [www.KRGSdoors.com.au](http://www.KRGSdoors.com.au)