

Tioga™

Matt Menard working out of his guest bedroom





Tioga Virtual Interviewer (TVI): Hello Matt, thanks for doing this interview. I'll start by asking, how have you and your family adapted to the work-at-home lifestyle during this Covid-19 epidemic?

Matt Menard (MMnd): We have tried our best to make the best of this interesting time in our lives. Our two children have been at home doing schoolwork, so we came up with a Daily School work schedule for my son who is in Kindergarten. My wife and I both do Outside Sales, so with restricted travel, we are both home working in different parts of the house. I work from our guest bedroom and have setup a desk area to have a quiet place to work. We are both making a lot of phone calls and emails during this time, as well as Skype and Zoom conference calls. Also, I take a drive around the neighborhood in my truck to make calls and get out of the house occasionally.

TVI: That's a great suggestion to get out while being safe and productive.

TVI: What do you do to stand out and make a difference?

MMnd: I think communication is key, whether it be a quick email or phone call to discuss business opportunities, I take the time to ask about their personal lives during this time. I find that customers are willing to talk, as they are all in the same situation working at home and like to have someone to chat with. This is a great time to build relationships with customers, and really dig into what they do at home and with their families.

TVI: Good to hear, I think we can all relate because we are all dealing with this together. Next question, how long you have been with Tioga and what were you doing in your past work experiences?

MMnd: I have been with Tioga since January of 2020, so only three months, but I have learned so much about this Company, and the people are our number one asset. Being in business for almost 75 years now, Tioga has built a strong, experienced team of sales folks that have been nothing but kind to me and made me feel very welcomed. My background has been in Manufacturing as I have worked for 4 different major PVF manufacturers in the last 10 years. I have spent countless hours in the manufacturing facilities and learned a ton about how these PVF products are made. All that experience along with my distribution customer relationships is what played a part in me joining the Tioga family.

TVI: Tioga is glad to have you. What is the territory you cover?

MMnd: My focus is on the same types of markets and familiar areas I have been calling on for the last 10 years. I call on the Gulf Coast which includes Texas, Oklahoma, and Louisiana primarily. I hope to be able to build on my relationships with existing customers as well as develop new relationships as well.

TVI: Great. Let's talk about the challenges you will face switching from Manufacturing to Distribution. What challenges do you see ahead and how can you best deal with them moving forward?



MMnd: That is a good question, I feel like there will be challenges and how one deals with them can be a determining factor in one's success. First, I will become more knowledgeable about our products and learn at ground level what we carry in our inventory, and how this product is used in the field. The applications of our Alloy Pipe, Fittings and Flanges are different than I have dealt with in the past. The manufacturers that I worked for were commodity-based products and mostly all Carbon Steel and High Yield grades of material. Now, changing to High Alloy steel, Low-Temp steel, and Stainless Steel is different for me. Through detailed training and spending time with our sales team, I should be able to familiarize myself with these new product material grades.

TVI: Yes, I agree that could be challenging, but like anything else you can learn and adapt. In time, you will be familiar with the products and that will help you excel in selling.

MMnd: Yes, I feel like I have been set up for success here at Tioga. I have really been given the tools to succeed. Now, I must set goals and do my best to reach them.

TVI: What goals have you set for yourself and what do you do to make sure you are meeting and exceeding those goals?

MMnd: I set goals daily, as it is a part of my everyday process. I write down a TO-DO list each week with tasks that I need to complete. This keeps me laser-focused on the tasks at hand and I check off the items on the list to make sure I complete them. I also set long term goals for myself and with my management team.

TVI: Sounds like a solid plan. What do you do to plan out your travel and how do you cover such a vast territory of customers?

MMnd: I have always been a planner and I really enjoy scheduling trips. I start by doing research on the area that I will travel to and come up with a list to visit. Then I create a travel plan including maps and routes of that area to make sure I allocate my time in the most efficient and effective way possible. Preparation is a key factor in this process, then you must execute that plan.

TVI: I agree that you must plan and prepare for most things in life. It will only help you make the most of these trips and be more successful in the end. Lastly, I would like to ask what you would like to work towards in the future at Tioga? Where do you see yourself in the next 10 years with this Company?

MMnd: I think the sky is the limit for me at Tioga. With the great management team and the knowledgeable sales force that we have in place, along with the expansive product lines we stock, I think we can all work together to grow as a team and have success. I see myself as a leader and would want to eventually lead a team in the future. As we grow, I plan to expand my value by acquiring knowledge of our product lines and building lasting relationships with our sales team as well. The future is bright at Tioga and I am glad to be part of this organization.

TVI: Well said Matt. I want to thank you for doing this interview and I hope your family stays safe and healthy during the Covid-19 era. We wish you best of luck and much success here at Tioga.