

## What is a PC? Video Script

Over the years, Hajoca has grown through acquisitions. Our company currently operates under more than 50 different trade names throughout the United States. We refer to our different locations as Profit Centers – or PCs for short.

What makes up a Profit Center? Each location may vary, but a typical PC consists of a warehouse, counter, and sales office – and some PCs also offer a showroom.

Let's explore each Profit Center area a little further with our teammates.

At Hajoca, each Profit Center has its own warehouse. This is the best place to learn what products we carry. We pick, pack, ship to customers, and receive products from a variety of vendor partners. Our aim is to have the warehouse organized so it's easy for our teammates to stock shelves and pick material. Of course, at Hajoca safety is key. Each and every teammate receives thorough training, including operating forklifts and handling hazardous material, to accomplish their job in a safe manner.

Although most of our products are stored in the warehouse, the counter area offers frequently-used items for construction-related jobs and other impulse items. At the counter we strive to provide excellent service to our customers and to supply them with the right tools to do their job.

I like working at the counter because it's very interesting and it allows me to build and cultivate the relationships with our customer base. If I'm doing my job correctly, I'm helping the customers make money which makes money as well. So, we have a mutual relationship where I help them and they help me.

We have a dedicated area for our operations and sales teammates. They are an essential part of running our PC. Our operations team is involved in everything from Accounts Receivables and Payables to Inventory Control and Purchasing. They ensure that the PC runs smoothly by working with the NSC, customers and vendors. The Inside and Outside Sales teammates not only sell material, but they are also a source of knowledge and experience that our customers rely on.

The showroom is where homeowners, designers and contractors can come to get a feel for the different kitchen and bathroom fixtures they're considering to satisfy their project needs. Some of Hajoca's locations offer a showroom area which is attached to the PC. Other locations operate as a standalone showroom.

We even have a designer area in Scottsdale – where designers can come gather inspiration, pricing, and order merchandise for their projects

You've finished exploring the Heart of our business... the PC, but let's not forget about the hero of our business... the Profit Center Manager.

*What I like the best about our business model is it gives me complete autonomy. As a PCM I have the freedom to run my business as I see fit. – Becky Reichel, Profit Center Manager*

*Hajoca's Management Development Program prepared me by giving me the opportunity to learn every single role in the business from the ground up. Essentially, it teaches me how to lead from the front. – Seyha Luong, Profit Center Manager*

*As a PCM for Hajoca, I'm in the driver's seat of my career. Our entrepreneurial culture allows me to live into my dream and to share success with my team. – Jackson Allen, Profit Center Manager*

*What I like best about Hajoca is the culture that Hajoca provides us. Although we are a large corporation, the Profit Center really gives us a small-business feel. – Ryan Pinnock, Profit Center Manager*

We hope you've enjoyed our virtual PC tour. At Hajoca, the Profit Center is the heart of our business, and it could be the start of your next adventure.