

DPHA Honors the Industry's Best

Annual Awards recognize outstanding achievements

The Decorative Plumbing & Hardware Association (DPHA) recognized Tim Murphy (Klaff's) as the 2009 DPHA Showroom Professional of the Year, Kimberly Frechette (BainUltra) as the 2009 Manufacturing Professional of the Year and Dennis Mezzapesa (T.C.B. Sales) as the 2009 Representative Professional of the Year. The awards were presented at the DPHA Annual Conference in Colorado Springs, CO.

Murphy, Frechette and Mezzapesa were honored for their outstanding contributions to advance the decorative plumbing and hardware industry. The criteria used to evaluate DPHA Awards Program nominees include degree of involvement in DPHA activities, personal achievements in the industry, pursuit of personal improvement and education, job performance and accomplishments and involvement in and support of professional trade organizations.

Tim Murphy exemplifies the expression, "If you want something done well, ask a busy person to do it." Tim certainly has his hands full serving as general manager of retail plumbing operations at Klaff's. The iconic business operates four showrooms and two wholesale distribution centers in Connecticut and New York. The South Norwalk,



Awards Committee Chairs Jim Babbitt and Jill Coberley flank Tim Murphy (Klaff's) and present him with the Showroom Professional of the Year Award.

CT showroom was honored with the DPHA 2008 Showroom of the Year Award. Tim is responsible for employee and product training and his dedication is one of the reasons why Klaff's is a true destination of choice for decorative plumbing and hardware in Klaff's market territories.

Evidence of Klaff's commitment to having one of the most knowledgeable and experienced staff in the industry is a media room at company headquarters in South Norwalk. This facility is used for vendor meetings and in-house training sessions. Under Tim's direction, training at Klaff's is progressive. From the novice to the experienced professional, training is ongoing and uncompromised. By offering guidance on technological advancements, enhanced performance capabilities and creating emotional connection, Tim assures that Klaff's showroom professionals have their fingers on the pulse of changes in the decorative plumbing and hardware industry.

Vendor training sessions take place every two weeks. They are complemented by training programs that the showroom hosts for its salespeople. These programs range from presentations on

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Incoming President Barry Goldberg (left) presents 2009 President Jonathan Wood with the "traditional gavel."



Awards Chairs Jim Babbitt and Jill Coberley present Kim Frechette (BainUltra) center with Manufacturing Professional of the Year Award.

selling techniques or discussing technical aspects of a product to studying DPHA training manuals.

The entire staff at Klaff's takes advantage of DPHA's education program. The company leadership has encouraged its employees to read the program's manuals and broaden their knowledge on different products. Moreover, Tim tests his salespeople on what they have learned and how well they learned through tests found in the manuals. It is Tim's goal to create a friendly learning environment for his team members and put them in a position to succeed. Every member of his team receives DPHA *Connections* monthly, and he often rewards team members with a nice dinner after they have mastered one of the DPHA's education program modules.

Tim's contributions to the industry go far beyond training his staff to be the best that it can be. He also has been extremely active, giving back to his industry through his DPHA involvement. Tim has been a go-to guy on the DPHA Board of Directors and this year through his service on the DPHA Executive Committee. He played a key role in 2008, expanding participation and recognition for the DPHA Awards Committee while serving as a co-chair of that committee last year. He is constantly recruiting support for DPHA and its programs. He is a frequent member recruiter, spon-

sorship solicitor and conference advocate. Often working quietly and behind the scenes, regardless of how busy Tim may be, he creates time for DPHA. His outstanding performance in the showrooms and his unbridled support for DPHA make Tim Murphy a truly deserving recipient of the 2009 Showroom Professional of the Year Award.

Kim Frechette has made an indelible mark on the decorative plumbing and hardware industry through her leadership of DPHA's Education Committee. Appointed Education Committee chair in 2009, Kim was given the daunting task of overseeing the development a certification program for showroom professionals, creating and implementing the DPHA Connections program, writing new education modules, *Greening the Bath, Adorning the Door and Showers, Shower Systems and Tub Valves*, developing the generic newsletter program, producing touchpoints that enable showrooms to communicate regularly with their key constituents and promoting DPHA deliverables through the Are You Aware program. The workload was staggering, yet Kim's leadership and exceptional management ability enabled the Education Committee to complete almost all of its goals. The Certification Program certainly is a Big Hairy Audacious Goal. During the past year, Kim and the Committee agreed on the skill sets and learning objectives that consultants will need to demonstrate to



Jonathan Wood recognized Tony Musso (Italbrass) left and Jerry Williams (WMS Marketing) right with Distinguished Service Awards.

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