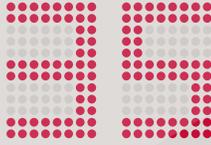


HALFTIME



PROFILE

YEARS



EST. 1982



HOMEBASE



POSITION

CUSTOMER

CARE REP.

Jon Adams

Todd: Jon, why do you think it is that you've stayed with MI Windows and Doors all these years?

Jon: Well, it was steady work. The company MI Windows and Doors has been very good to me over the years. It's paid the bills, and it's a family-atmosphered company. And there was always new challenges for me. I just enjoy working for the company.

Todd: How many years have you been with MI?

Jon: I started in September of 1982.

Todd: How many different positions have you held since you've been here?

Jon: Oh, a handful I think. Started out on the screen line with Bill Leitzel. That was storm windows and storm doors. I worked there for a while, and then I went to the screen department in Elizabethtown. From there we moved to Gratz. I was making screens for replacement windows for about 20 years. And from there I came over to the customer service office. I was there for a year or two, and then I became a tech and worked out

in the field for four or five years. And now I'm back in the customer care department again.

Todd: What do you like about working in customer care?

Jon: It's a different challenge every day. When you're on the phones in there, you're always talking to and meeting with different people. That's always fun, keeps it interesting.

Todd: So overall, how many different MI buildings have you worked in during your time here?

Jon: Two. Well actually three, I forgot one there. I worked in the truck garage for a while in the beginning there when we got slow in the plant. The first year or two there was a truck facility that we had there in Elizabethtown, and I worked there a few months, so it would be three.

Todd: How do you think you've contributed to MI's success through the years?

Jon: Well, in the beginning it was making the product. And now it's performing good customer care representation for the company.

Todd: If you had to guess, how many people would you say you've worked with directly during your time here at MI?

Jon: Directly, oh it has to be probably between 50 and 100 people.

Todd: What are your proudest accomplishments working at MI?

Jon: Learning how to do the service work on the road, that was an accomplishment. And then coming into the customer care department and getting adjusted to that and learning how to deal with the people, the customers, that was a challenge, but it turned out to be a lot of fun.

Todd: What were some of the challenges of working on the road?

Jon: High ladder work, 20, 30 feet in the air on a ladder with a piece of glass, it was a bit dangerous. I was fortunate I was never injured. It's hard work out there in the field.

Todd: How many close friends would you say you've made working at MI over the years?

Jon: Several. Probably closer to that 50 number.

Todd: How do you think the fenestration industry has changed since you started at MI?

Jon: With the housing and what it's done here in the past, I think some of the market shifted from new construction to replacement windows.

Todd: What about in how the windows are made these days as opposed to when you started in 1982?

Jon: I think that's kind of similar. I mean, we did get into a composite-type material at one point, but for the most part...well you could say that we went from aluminum to vinyl. That was a big thing. Aluminum was more popular in the past than it is today. And now it's more of a vinyl market, I would think.

Todd: What about energy efficiency? I'm guessing it's more of a concern now than when you started.

Jon: Oh yeah. And that's improved quite a bit.

Todd: You grew up in this region and still live in this region. How important is it to you that you work for a company that's so important to the valley here?

Jon: Well, I don't really know how to answer that. It's nice that MI is here. It's done a lot for the valley over the years. It's generated a lot of jobs.