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Home News Business

# Third-generation business focuses on customer service, quality personnel

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Posted: Friday, February 28, 2014 1:00 am

By Elisa Sand esand@aberndeennews.com | 0 comments

Q: Who are you and how long has your business been in operation?

A: I am a third-generation owner of Woodman Refrigeration. I purchased the business in 1985 from my father, Larry Woodman Jr. My grandfather started the business in 1918.

Q: What products or services do you offer?

A: Commercial refrigeration, air-conditioning and heating. We have been a Carrier commercial and residential dealer for over 65 years. We also sell and service Scotsman and Manitowoc ice machines, Tyler walk-in coolers and air quality and humidification equipment.

Q: What makes your business unique?

A: Our quality service and personnel. We offer products we believe in and feel are long-lasting and do the best job for our customers.

Q: How many employees do you have?

A: We have five employees now and are currently seeking two more qualified servicemen.

Q: What are you most proud of?

A: We have been blessed with wonderful employees who are dedicated to being the best at their jobs. We have longtime employees who have continued the good service that we do. We have had employees who recently retired after being with us for 15, 38 and 46 years.

Q: How do you stay competitive and keep up with changes?

A: We attend product and service seminars on brands we are affiliated with. We belong to the Refrigeration Service Engineers Society and are all NATE (North American Technician Excellence Inc.) certified.

Q: What's the best piece of business advice you have received?

A: The golden rule has always been best for our company. Also, we listen to our customers' needs.

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Q: What's the best compliment you've received?

A: The continued support of our customers. Also, when they advise others to use our services. We get thank-you notes and compliments from our customers that we pass on to our employees. We have customers that have been with us for over 50 years.

Q: What are your goals for the future?

A: Continue with the best service possible and keep up with the new technology that is developing in the products that we sell.

Q: Who are other businesses in town that you think provides great quality or service?

A: Businesses we partner with that provide excellent service are Aberdeen Plumbing and Heating, Custom Sheet Metal, Schwan Electric, Burdette Electric, Mac's Electric and Ladner Electric.

Editor's note: The American News features a business each week. If you would like to nominate one, email your suggestion to [business@aberdeennews.com](mailto:business@aberdeennews.com).

Business: Woodman Refrigeration Inc.

Founded: 1918

Address: 1616 Sixth Ave. S.E.

Phone: 605-225-5212

Website: [woodmanrefrigeration.com](http://woodmanrefrigeration.com)

Interviewed: John Woodman, president

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Jobs at Daktronics  
@DAKTJobs

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On goal: Daktronics sales manager knows the score via @bryan\_horwath - THIS is why @tonyjaymulder loves @Daktronics [aberdeennews.com/on-goal-daktronics](http://aberdeennews.com/on-goal-daktronics)

Retweeted by Bryan Horwath

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kwynn\_AAN  
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26m

Youngsters have been returned to their activities at the Headstart program at 200 South Harrison St.

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