

WALL-2-WALL NEWS

Visit our helpful website: <http://store.acsouth.com>
We have added more helpful information to this web page for you, check it out today!

Comments or ideas please email acsnews@acsouth.com
Editor: Desiree Debiak

Top 10 Carpet Installs for 08/11

RANK	STORE #
1	4621
2	915
3	4501
4	6204
5	6207
6	4122
7	4120
8	4127
9	2550
10	2560



Great job!

Who will be in the Top 10 SQ YD report next month?
Thank you for all the hard work.

Top 10 HS Installs for 0/11

RANK	STORE #
1	915
2	920
3	947
4	1216
5	2550
6	2602
7	4127
8	4617
9	6175
10	6956

Are you looking for a waiver? How about a floor plan for a customer? Did you know you can access the American Carpet South computer system site at <http://store.acsouth.com> from your internet browser and view a waiver and a plan for any customer's job that has been completed? Try it out today!

Installing Carpet on the Stairs Good Info!



Waterfall (Boxed)

This is the most economical form of install. The carpet is attached to the tack strip at the back of the stair tread and on the bottom of the riser. It does not accentuate the stair nose. If a step has no stair nose then this is considered a "Boxed" step and the Waterfall Installation is recommended.

Note: If your stairs are open ended and/or use spindles as shown in this photograph. It is necessary for the installer to cut and wrap the carpet around each spindle and leave a finished edge either rolled and tacked or wrapped, increasing the labor time of the install. (Pink Carpeted Step)

Hollywood

As with the Waterfall type install, carpet is attached to the tack strip on the bottom of the riser and at the back of the stair tread. It is then wrapped carefully around the stair nose and tacked underneath. This gives your step a smart, professional finish. (Green Carpeted Step)

Birdcage

This type of install is called a "Birdcage" and is very labor intensive. The installer must cut individual strips in the carpet to wrap carefully around each spindle and roll and tuck them under the stair nose.

Note: This application cannot be used on stairs with no stair nose (box steps) (Green Carpeted Step)

Bound Runner

As you can see from this photograph (Top Stair) it is necessary for the installer to use tack strips to secure the runner. This is also a "two day" install where the installer must take the carpet offsite to have it bound at no further cost to the customer. Pad is normally used in this installation but in some cases, at the customer's request a runner

Increase Your VOC Scores In The Stores

With VOC scores and customer overall satisfaction always being the focus with The Home Depot and American Carpet South, it is important that all Home Depot Customer Order Specialist are following up with customers about vital information pertaining to any special orders that are attached to customers installations. We are finding that overall poor VOC scores are being contributed with miscommunication to the customers in regards to changed ETA dates and or back ordered product. Going forward please stay vigilant with follow up to the customer so that they stay informed throughout the special order process. **QUALIFICATION, COMMUNICATION, GREAT WORKMANSHIP, CLEANLINESS, AND RESPECTFUL ASSOCIATES/INSTALLERS will ensure GREAT SCORES!!!**

Power Stretching Refresher Course



ACS is dedicated to insuring successful installations and happy customers. One way we do this is through our installer meetings and refresher courses with them. Pictured is one we recently had at our location in Blakeslee, PA where we highlighted the importance of power stretching the job. This gives us the opportunity to address any concerns of our stores as well as our installers. Thank you Blakeslee and the whole crew there for hosting this event and continuing to show how seriously we take our feedback!