



**CORPORATE CAPABILITIES**

**Plymold**

More than you expect. Exactly what you need.



## The marketplace is always changing and so are we.

Plymold has long been a leader in the restaurant furnishing industry. We pioneered and perfected the concept of contour seating, which is how we originally built the Plymold business and our reputation. But over the years, the market has evolved. Customers have grown increasingly sophisticated and want to work with partners that not only stay current but can also think ahead of the curve. That's why we're constantly testing new materials and searching for even better ways to build our furnishings. And it's why we've strategically grown and developed into a company that can respond to what our customers want as well as anticipating their future needs.



Even though some still believe we only make contour seating, we offer a complete line of furnishings including upholstered booths, wood booths, outdoor furniture, custom upholstered seating and custom millwork. It's why we've expanded our capacity to include the original plant in Kenyon,



Minnesota; our design and build plant in Bloomington, Minnesota; and our custom millwork facility in Corona, California. In fact, we can provide you with virtually everything you need to furnish the front of the house.


**Our people have built an outstanding reputation.**

The Plymold name has always stood for something solid. Stable. Durable. Well-built.

We've earned our reputation by encouraging smart, talented people to create exceptional furnishings. Our dedication to designing and building exceptional furnishings includes selecting only the best materials; using the highest production standards; insisting on consistent quality control; performing thorough, continuous testing; and achieving one of the best on-time delivery records and shortest lead times in the industry.

The people at Plymold are highly trained, extremely passionate professionals who build enormous value into everything that carries the Plymold name. Anyone can purchase the right materials, but creating truly high quality furnishings is the result of combining leading edge processes and highly skilled, highly motivated people.

- Contour Seating
- Wood Booths
- Upholstered Seating
- Cluster Seating
- Benches
- Outdoor Seating
- Tables – Laminate, Solid Wood, and Solid Surface
- Wood Chairs and Stools
- Metal Chairs and Stools
- Trash Containers
- Divider Walls
- Counters
- Hostess Stations
- Drink Stations
- Bars
- Custom Millwork
- Custom Upholstered Seating



create environments that touch lives.” That’s not simply an empty motivational phrase, it’s the core of how we work. It has become a constant reminder that everyone who trusts us to create and build their furnishings deserves nothing but our best.

**The world gives us business, so we give back to the world.**

Plymold is a division of Foldcraft, Inc. and part of our company’s original charter was to create and maintain the Foldcraft Foundation. That means part of every dollar you invest in Plymold furnishings goes to help local, regional, national, and global communities help themselves.

**Our customers keep coming back, so we must be doing something right.**

Subway Worldwide. Yum! Brands. Dunkin’ Brands. Jack in the Box. Dairy Queen. And more. These quick serve restaurant giants continue to work with Plymold year after year.

We’ve worked on large, high-end casino projects all around the country where we’ve created multiple venues ranging from casual to fine dining. Upscale restaurants such as Ciao Bella, Oceannaire, Zelo and Chino Latino have also chosen to work with us because they know nobody can give them better-built, better-designed furnishings. Nobody will provide our high level of service.

**We all own the company, so we all answer to you.**

Our founder, Harold Nielsen, chose to sell the company to “all the people who helped build it.” Everyone at Plymold is an owner, so everyone has a very personal stake in how well the company performs. You’ll find that nobody in the restaurant furnishings and design business works harder. Or smarter. Or better. If we don’t build the best furnishings, or create the best design, or provide superior service and the best possible value to our customers, our company doesn’t survive.

If you were to visit one of our facilities, you couldn’t help but notice signs that say, “We



# The creativity to design what you need, the craftsmanship to build it better.



Plymold is both managed and staffed by craftspeople. Creating the best furnishings and offering them at a fair price is the only way we know how to do business. That approach permeates everything we do, beginning with our design capabilities.

## Design from casual to chic to custom.

Our design team can help create the perfect front of the house look to enhance the environment you want to create. We can enter the process wherever it's most convenient for you. Our expert design team and production facilities can:

- Design and build furnishing prototypes
- Consult on which fabrics and materials are most durable and easy to maintain
- Use state-of-the-art CAD system to create 2D layouts or 3D color renderings to help establish your visual concept

We have created furnishings for virtually every type of front of the house, from upscale restaurants to high end casinos to quick service operations. You can rely on us to make every design the best possible fit for your concept.

## Building better furnishings begins with a better way to build.

From choosing only the finest materials to our continuous improvement policies, our building

processes set the standard for the industry. We never cut corners. Our quality control begins in the design stage and continues throughout the building process where trained eyes check every part, joint, weld, and connection. We can guarantee you a high quality product simply because we have incredibly high standards and everything is built or tested in our facilities. We've learned through our years of experience which methods are the best for building furnishings. Much of the currently available equipment simply doesn't meet our needs, so we did the only thing we could – we built our own. Our Process Build shop has custom created many of the machines we use to cut, shape and finish our furnishings. We operate under Lean principles to eliminate waste and keep costs as low as possible and our entire manufacturing process is Kaizen-driven. That means we're continuously on the lookout for ways to improve every facet of our operation. That kind of attention to always doing the job better has created:

- One of the industry's best lead times
- On-time shipping record of 99+%
- Industry-leading warranties
- The finest quality products

## R & D. The art of exceeding customer expectations.

We continuously solicit feedback from everyone associated with our products – owners, developers, dealers, representatives, architects and designers – in order to improve and perfect what we design and build.

Studying the marketplace has also helped us learn to anticipate future needs and trends. Through research and development, we're constantly finding new ways to produce furnishings that are even more durable, versatile, and cost-efficient.



We've discovered production methods that help our customers get more from their investment and help keep costs as low as possible by promoting on-site safety, energy savings and efficiencies.

We have a history of innovations that extend product life and produce added value. For example, our unique Dur-A-Edge® process creates a tough, impact-resistant table edge that seals with the table top to prevent any food, liquids or dirt from penetrating to the table core.

### Custom needs? We'll engineer to order.

Even though Plymold offers an unusually broad product line, we understand our customers have needs beyond our standard products. That's why our custom capabilities go well beyond color choices or fabric selections. We can produce custom logo inlays, custom etched glass, even furnishings for special themes. Whatever is important to our customers is no trouble for us. All you have to do is ask.

furnishings to make sure that any furnishings you buy from Plymold will perform above and beyond your expectations for years to come. Here is some of what we do to test the stability and durability of our furnishings:

- **Dynamic Bag Drop** pummels the seats of our chairs and wood booths with a 225-lb. weight dropped from six inches
- **Cyclic Bag Drop** unleashes a 125-lb. weight 100,000 times from a two-inch height
- **Cyclic Back Pull** applies intermittent pressure to the tops of our wood and metal chairs 120,000 times with a force of 75-lbs
- **Fixed Seat Back Test** pulls the seat back with a minimum of 350-lbs. of force
- **Tables are tested** with a 125-lb. weight placed 1" from the outer edge to ensure that it's stable

What are our competitors' test standards? We invite you to ask them.

### Teamwork and technology are essential to the Plymold process.

We train our own people, much like the old apprentice system. Our hands-on training labs help our people develop expertise on Lean manufacturing principles and safety, as well as gain expertise at multiple workstations. We rotate our people between stations to fill production gaps, promote efficiency and keep everyone more invested in what they do. That helps create teamwork, which promotes good ideas. And good ideas promote better productivity. It's essential to operate with state-of-the-art equipment and use only the highest quality materials. But it's the people who truly make Plymold special.

### The toughest test for our furnishings is what we put them through.

We firmly believe that subjecting furnishings to rigorous testing is absolutely necessary to ensure safety and durability. But no standard testing procedures exist for restaurant furniture. So we adapted the ANSI/BIFMA standards used for commercial



# Our highly experienced team of professionals provide expert service before, during and after the sale.

We put a team of experienced front-of-the-house professionals at your disposal throughout the entire process – from product selection and ordering to delivery. Our goal is to make certain that if you have questions or concerns, they are answered in a timely fashion. That means your team is available when and where you need them to provide you with comprehensive order management.

Your Plymold team has acquired deep experience in the food service industry and has been built to support every conceivable need. Your team includes:


- **Product application specialists who know how to make sure the products you choose fit your vision and are appropriate for the environment you're creating**
- **Technical product experts who can specify the most durable, functional products possible**
- **Design specialists who understand which fabrics and materials work and wear best in various food service venues as well as furnishing product renderings, and developing custom designs and products**
- **Customer service experts who are always ready to respond to your requests**



Every member of your Plymold team understands what you're trying to accomplish. They know the food service business, inside and out. And each one can help you find ways to get the most out of your budget.

Truly great service is easy to claim, but much harder to deliver. And our one-stop, single source capability is a commitment few other companies in our industry are willing to make. Partnering with Plymold means you not only have the best in the business working with you, it means you only have to deal with one point of contact. And that helps you keep better control over every aspect of your project. We understand the worries that come with opening or remodeling a restaurant. Remodeling disrupts service. New stores can't turn a profit until they open. Late deliveries, damaged product, incomplete or incorrect deliveries can all conspire to keep you from being open for business. That's why your Plymold team provides you with exceptional service you can count on.





Our design group can apply their extensive experience and state-of-the-art tools to solving your problems and creating custom designs, including prototype furnishings.

Our custom capabilities are without peer. From the beginnings of an idea to installation we can create furnishings that are structurally sound and cost efficient.

And our quality and level of service are second to none. You will not find a better building partner. Anywhere.

Discover more about what Plymold can do to serve you and your customers. Call us today and discover what our passionate dedication to the highest quality over the past 60 years can mean for you.



**Plymold. More than you expect,  
exactly what you need.**

Plymold has the experience and the expertise to build the kind of front of house furnishings and custom designs that will stand up to years of wear, perform the way you'd expect, and look great doing it.

We're still proud that we build the finest contour seating you can buy. But we offer you so much more – from upholstered seating to tables and bases to chairs and stools to custom millwork.

Get to know everything Plymold can do for you.



To find out more about our complete line of products and services,  
visit us at [www.plymold.com](http://www.plymold.com) or call 1.800.PLYMOLD (759.6653).

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