

HUB

INSIDER
JANUARY 2013 / VOL 7 / ISSUE 1

THE ADVENTURES OF THE VACUUM CLEANER COWBOYS

ENTER TO WIN
A 75-PC DEWALT
TOOL SET PAGE 8



HUB
INDUSTRIAL SUPPLY

HUB INDUSTRIAL FEATURE

HIDDEN



CYPRESS GARDENS

AND ITS FLORIDA ROOTS



As we have said in previous issues, the history of tourist attractions in Florida can be seen in a stark before Disney/after Disney terms.

Up until the 1970s when Disney World gave the state its first monorail ride into the future of tourism, there were a handful of highly successful, world famous attractions scattered throughout the state. That moment signaled the decline of most of those other mighty tourist attractions, and the further away from Orlando, the harder it became to attract attention.

Cypress Gardens was most famous for their iconic water ski show. The image of performers standing in a pyramid four tiers high while skimming along on skis behind a boat used to be synonymous with Florida tourism. It was founded by Dick Pope in 1936, making it Florida's oldest theme park.

The park had other attractions as well, including the expansive botanical gardens for which the place was named. There were canals dug that snaked around the gardens and electric boats that allowed tourists to view the beauty from while silently gliding along.

Image Source: vintagetravelpostcards.blogspot.com

Located near Winter Haven, about an hour southwest of Orlando, the park couldn't quite attract enough traffic despite many attempts to add features to increase interest while maintaining its traditional charm. The Pope family sold the park in the 1980s, and a small series of owners all tried their best to keep it going, but adverse circumstances always seemed to foil the best laid plans. Just when new owners would be poised to turn things around, they would run up against unforeseen factors such as suppressed traffic following the 9/11 terror attack or extensive property damage caused by hurricane Charlie. The turn of the century saw a heart-wrenching succession of closures and last-minute saviors until the doors finally shut for good.

Then came Merlin Entertainments with an offer nobody could refuse. They announced the conversion of the former park into the latest location for its blockbuster Legoland theme park, which opened for business on October 15, 2011.

Visitors to Legoland Florida will see a modern (some would say sterile) theme park with some tips o' the hat to the old Cypress Gardens. The botanical gardens themselves are now owned by Polk County and are accessible from Legoland. There is a Lego-themed water ski show, but don't expect it to be anything like the awe-inspiring acrobatics from the glory days.



ADVENTURES IN WAREHOUSING

Page 91 in our Quickship catalog features 62 different sizes of annular cutters.

These are specialty cutting devices that make precision holes in metal. The most expensive one is \$288.96, and there are 12 others that sell for more than \$100.

It's a great product for the folks who use such things, but some sizes are much more popular than other sizes. It used to present a dilemma when we put together our Quickship catalog. Nobody would expect us to inventory a 1-3/16" x 3" cutter that sells for \$121.91 if we only get an order for that size once every three years. Yet we hated the idea of using an asterisk to explain that these few items, unlike everything else in the catalog, were not covered by our same day shipping guarantee.

So a couple of years ago, we decided to go ahead and stock all the sizes that we have listed in our Quickship so we could truly say that **every item** in our Quickship catalog was guaranteed in-stock and ready to ship the same day.

Every time someone claims our same day guarantee, it costs HUB \$100. The cost of that program is pretty small compared to what it costs to inventory every single item in our catalog when common sense would dictate that the slower moving, higher dollar items be sold on special order only. But the value of being able to promise every single item in the catalog will ship on the same day is what makes HUB the kind of place you can rely on. And that makes it worth it to us.



**NO ASTERISKS HERE:
THIS 13/16" X 3"
CUTTER WILL BE HERE
WHEN YOU NEED IT**

To Place an Order, Call Toll Free at 1-800-743-9401

HUB 3
INDUSTRIAL SUPPLY

The Vacuum cleaner COWBOYS

Greetings! As we look forward to 2013 with all its challenges and possibilities, I thought this would be a good time to reach back into our archive and bring out a story from my childhood that we've run before. Hope you enjoy!

I grew up in a large family. Mom and dad kept having kids until they stopped two shy of a dozen. They managed to find an old house big enough for all of us in Arlington Heights, Illinois.

One of the quaint features of this house was the lack of anything resembling a front hall entrance. What greeted you when you opened the stately front door was a three-way intersection: To the left was our dining room, to the right was our living room, and directly ahead was an enormous stairway going up to the second floor.

Life in the house was, as you might imagine, full of activity. None of us was much acquainted with concept of "using your inside voice," and that included my mom! Throw in a few kids from the neighborhood, and there seemed to be no end of amusements, industry or mischief.

My dad understood the value—no, the absolute necessity—of treating my mom to time off. As soon as my sister Joy was old enough, she was left in charge when my folks went out. As the second oldest, I was her deputy. As any deputy will tell you, the job entails

little of the authority but nearly equal the responsibility of the first in charge when things go badly.

My brothers Ben and Calvin were a year apart. As two of the younger members of the family, they had learned very early in life the advantages of partnership, and they often relied on each other for diversion and sometimes even for survival.

We had one of those indestructible cast metal vacuum cleaners that looked like a torpedo on wheels. When they were three and four years old, Calvin and Ben discovered they could ride this thing as a "horse" when mom and dad weren't around, and a thrilling trip it was when they rode it tandem down the staircase! It was bumpy, scary, and there was no turning back until all momentum halted with a boom! at the sturdy front door.

So picture, if you will, the contented mom and dad strolling up the walk after a pleasant evening away from the stresses of work and the keeping of a very active house. They can't know it when they reach the stoop, but at the very instant dad is reaching for the



door, Ben and Calvin on the second floor have just pointed their “horse” toward that very same door and have launched themselves on one more Electrolux ride past the point of no return...

The aftermath of that incident yielded three results: The “horse” was retired from the rodeo circuit and lived out the rest of its life as a vacuum cleaner; Ben and Calvin got off scot-free; and Joy and I were held wholly accountable, sentenced to endure stern lectures whenever the incident was called to mind, which it was, frequently, especially over the following few weeks.

Even though growing up in a large family had its challenging moments, I can say now I would not trade it for anything because it made me who I am today. I learned that the world didn’t revolve around me by about the time I was weaned, which is as good a time to face that reality, I think, as any. It instilled in me a strong work ethic and a commitment to helping others. It taught me humility, self sufficiency, and the power of teamwork. In short, it was excellent training to prepare me for business.

Coming from a large family as I did, makes it feel natural to consider all you who deal with HUB Industrial as members of our extended family. I hope you got a chuckle from this story, and if there is anything we can do for you, please give us a call!

Have a Great Month!

GABRIEL ☺

PRESIDENT



FREE HUB SAFETY GLASSES!



Watch Gabe's Monday Morning Minute on **January 14th** to see how you can get these HUB safety glasses absolutely free!

To Place an Order, Call Toll Free at 1-800-743-9401





HUB FEATURED EMPLOYEE

TERRI ROEMER

When Terri Roemer first came to work at HUB ten years ago, there were about 15 people working here. We had recently moved into the building that we still occupy today, but half of the space was leased out to another company.

In the years that have followed, she has seen the company grow from a mom and pop company that catered to customers in a 250 mile radius of Lake City to a national supplier with a staff approaching 50.

Terri had been manager of a local McDonald's store when she was recruited to come work for HUB. She was put in charge of a number of administrative duties. The one assignment that took some getting used to was calling customers who were behind on their accounts.

▲ Terri (center) surrounded by her daughters and their families

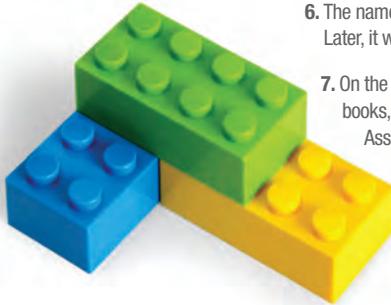
"I wasn't prepared for that," she says, "but then I realized that I could be nice about it." Ten years later, she's still the one who makes those calls. "I absolutely love working at HUB," Terri says. "It's a fun company to work for. I would recommend anybody to work here."

Terri has three daughters, all happily married. Her youngest, June, just left home to get married this summer. Terri says it's a little quiet when she comes home, but she has too many distractions to consider herself lonely. She enjoys riding her bike and spending time with her daughters' families, including her three grandkids. She considers herself blessed to have them all living close by.

Photo by Powers Photography Gainesville



BUILDING BLOCKS



1. 4.9152 cm is the volume of an 8-stud LEGO brick. It measures 9.6 x 32 x 16 mm.
2. Thousandths of a mm—that's the tolerance of accuracy at the LEGO mold factories.
3. 102,981,500 are how many different ways there are to combine six 8-stud bricks of the same color. If you haven't that much time, you can take three 8-stud bricks—same color—and fit them together in 1,060 ways. Two 8-stud bricks—still the same color—can be put together in 24 ways.
4. 189,000,000,000 (189 billion) LEGO elements and 11 billion LEGO DUPLO bricks—or thereabouts—were molded up to 1998.
5. The LEGO Company is Denmark's first to buy a plastic injection-molding machine for making toys.
6. The name LEGO, which is formed from the Danish words "LEgGOdt" ("play well"). Later, it was realized that in Latin the word means "I study", or "I put together".
7. On the threshold of the millennium LEGO Company once again entered the history books, this time as "Toy of the Century" as voted by Fortune magazine and the British Association of Toy Retailers.
8. LEGOs ranked 6th in the most popular searches for Cyber Monday deals this Christmas season, according to Experian Marketing Services. They were the highest ranking toy on the list. All higher ranking items were Apple products, Kindles and Uggs.

CUSTOMER COUNT

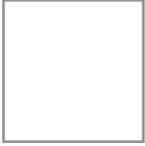


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62 NEW CUSTOMERS THIS MONTH**



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HUB 7
INDUSTRIAL SUPPLY



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RIDDLE ME THIS!
JANUARY'S BRAINTEASER

**What is the purpose of
this device?**



Send answer to: gabriel@hubindustrial.com

LAST MONTH'S RIDDLE: The tape measure slide rule trick
Step 1: Fold back the tape until the 12 inch mark lines up with the 100 inch mark. Step 2: Keeping the tape aligned, find the 80 inch mark and note that it lines up with the 32 inch mark.

Question: If the 80 inch mark represents the year 1980, what will the 32 inch mark indicate? Answer: It is an age calculator. In 2012 someone born in 1980 will be 32 years old.

LAST MONTH'S WINNERS!

FLIP VIDEO CAMERA: Terry Hayes

HONEYBAKED GIFT CARD

Pat Spaulding
Karl Russell
Michael Charbono

TRIPOD FLASHLIGHT

Rachel Thomas
Peggy Thompson
Carlos Zepeda



**2-PACK HUSKY HARD CASE
TOOL SET 1 Winner**



**WORKFORCE 25 PC MINI
TOOL SET 2 Winners**



**75 PC DEWALT DRILLING
DRIVING UTILITY SET 1 Winner**