



(L-R) Jon Canfield, president; Vicki Canfield, manager; David Nichter, production manager, Rob Canfield, general manager

TPC group:

The Total
package for
construction,
custom
cabinetry
&
furniture
restoration

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photos by Steve Vorderman

If you're looking for a single source to address your commercial or retail construction or restoration needs, look no further than TPC Group, an 22-member team who does everything from build-outs to remodeling, custom cabinetry to casework, furniture repair to reupholstering. Indeed, this family owned and operated collaboration of companies will meet your needs every step of the way.

services to commercial and retail clients across the country.

It all began 10 years ago, when Jon Canfield founded Total Property Care, or TPC. The original company in the group, TPC specializes in commercial, retail and office build out services. What sets TPC apart, however, is the fact that the entire crew will travel throughout Indiana, Ohio and Michigan, performing all

each project," says Rob Canfield, Jon's son and the manager of Total Property Care.

"We will take a project from start to finish to serve our clients needs," states Canfield.

Clients like Brad Sturges, an associate broker with CB Richard Ellis/Sturges, agree with Canfield's assessment. "Along with being very price competitive, I know TPC can take a job, finish on time and on budget, and do the job right, which makes both my

TPC Group brings together a variety of services & products including commercial construction, custom cabinets, high-end outdoor kitchens, business/residential reupholstering and furniture repair.

TPC Group brings together three distinct companies, TPC Construction, Total Precision Cabinetry and Restore-It, to offer continuity from initial design through job completion and on into extended services unique to your business. These same companies also stand on their own merits, each independently providing quality

construction-related tasks covered under their license. A team of subcontractors, including electricians, plumbers, flooring specialists and HVAC technicians, follows the crew from job to job addressing any additional needs.

"This approach not only insures continuity, but also timely completion of

tenants and landlords happy," says Sturges. "It has been a pleasure to work with TPC over the past few years. I am sure we will continue to work with them for years to come."

The happiness and ease Sturges felt were exactly what the elder Canfield determined each customer should experience. The

answer came in the form of two additional businesses, Total Precision Cabinetry and Restore-It.

"We quickly realized that we needed to develop our niche in this business," explains Jon Canfield. "Total Precision Cabinetry and Restore-It completed that niche by offering customers a wide variety of extended services. These services are a value to customers long after the initial job is complete."

Canfield adds that Centennial Communications was integral in the development of these companies. "They presented us with a need and we fulfilled it," he says. TPC is now responsible for construction and cabinetry found in Centennial Wireless stores, as well as kiosks.

Total Precision Cabinetry, designs, builds, ships and installs retail and commercial casework, such as commercial cabinetry, countertops, display cases and mall kiosks, throughout the United States. The company is not limited to plastic laminate casework, but rather thrives on custom solid wood designs and fabrications finished to any specifications.

David Nichter, manager of Total Precision Cabinetry, explains that his company can create unique designs without specs or a blueprint. For example, Shear Expressions Day Spa in Auburn came to Nichter with only a need and a concept based on a photograph. After an initial prototype and a few minor adjustments, their concept was delivered and installed within just a few weeks.

Restore-It, the third business in the group, offers complete furniture repair services including upholstery, stripping and refinishing, antique restoration, caning and custom woodworking. Under the management of Vicki Canfield, Restore-It serves commercial, retail and residential clients.



(L-R) David Nichter, production manager for cabinet company, Rob Canfield, general manager

"We have a full staff of upholsterers who perform repairs and restorations on furniture, boat seats and cushions, restaurant items, exercise pads for fitness companies and much more," says Vicki Canfield. "Pick up and delivery services, along with online estimates, have proven to be widely popular for our customers. This is also true of onsite upholstery work, which proves very beneficial, particularly in retail and restaurant applications."

This third entity recently expanded its offerings to include Nautilus Cabinetry, a line of high-end outdoor kitchens that are impervious to weather. Designed to withstand the harshest elements, these aesthetically pleasing cabinets won't rot, warp, discolor or delaminate. The Nautilus Cabinetry is FDA-approved and suited for food service and medical usage.

The company is not only a dealer, but also

installs these cabinets. Best of all, they are half the price of stainless steel cabinets.

"Our Nautilus line of outdoor kitchens is new to the area, but has been very popular in coastal regions of the country," says Jon Canfield. Plus, we have partnered with Eagle Tile to bring customers the widest selection of high-quality stone, ceramic, porcelain and hard surface countertop options to complete the look."

Clients visit Eagle's showroom to select the product they desire for their new outdoor kitchen. "The end user can select and personalize whatever top they like, whether it is natural stone or porcelain tile," explains Gregg Kiester, president of Eagle Tile.

Kiester also supplies tile and stone to the TPC Group for other applications and holds the company in high regard. "My perception of their organization is one of a very professional, dedicated workforce," he says. "They have the customers' interests and the quality of the end-job in mind at all times."

"There is a certain benefit in working with family," says Rob Canfield. "We have a deep pride in what we do. It's our blood, sweat and tears that make it happen."

The family connection stops there, however. While the Canfields and Nichter are all related — Jon and Vicki are married, Rob is their son and David is a brother-in-law — they are clear that they don't bring family into work or work into the family.

Case in point: Jon and Vicki each commute 100 miles per day round trip, but choose to drive separately. This enables them to have their own private time at the start and end of each day.

"Doing this affords us the opportunity to collect our thoughts on the way in and forget about them on the way home," explains Jon.

Instead of focusing on family, these adults focus on teamwork among their companies. At the same time, each person is responsible for his or her own entity.

"We have strength as a group rather than as the individual entities," explains Jon



(L-R) Gregg Kiester, president of Eagle Tile and Vicki Canfield



(L-R) Jon Canfield, president of TPC Group; Vicki Canfield, manager of TPC Group; Phil Mayberry, president of Centennial Wireless, David Nichter, production manager of TPC Group, Rob Canfield, general manager of TPC Group

Canfield. "Our clients realize the benefits as the need for further services are continuous in commercial applications."

"Our services regularly overlap each other," adds Rob Canfield, "so we suggest other group services to our clients when we see a customer need. We benefit from each other."

There is no micromanagement here. "Each manager is directly responsible for his or her business," states Jon. "This approach also allows each manager to focus on their individual business, rather than trying to keep track of the group as a whole."

Whatever approach they use, it is definitely working. For starters, Restore-It and Total Precision Cabinetry are both expanding. Over the next six months, Restore It will triple its square footage, while Total Precision Cabinetry will move to a larger location, doubling in size.

Jon Canfield attributes much of this growth, as well as that of TPC, to Centennial's growth. "We have grown hand-in-hand with Centennial," he explains. "I'm convinced that our companies have prospered because of Centennial's aggressive approach to growing their customer service and coverage areas. It has driven all

of these companies to perform to the highest standards."

While Canfield credits Centennial with growth, Phil Mayberry, president of Centennial Wireless, credits TPC with quality designs and service. "Our stores are very active, serving literally hundreds of customers per day," explains Mayberry. "The quality and serviceability of the products produced by TPC have been fantastic. Even after all the use, the stores still look and feel new, inviting and serviceable. I give the credit for this to TPC."

"While we have an overall standard store design, every space we build is unique," continues Mayberry. "TPC is really good at helping us best use our standard design in all these different shapes and sizes of stores."

Perhaps most importantly, Mayberry confirms that TPC Group has successfully sustained the high quality and service that are so important in all they do.

"There are three things we expect from contractors and suppliers: fair prices, meeting our schedule and great quality," he says. "TPC exceeds our expectations on all three." BP

for your information

TPC Group

Total Precision Cabinetry •
TPC Construction • Restore-It

Owner:

Jon Canfield

Telephone:

(260) 459-1300

Number of employees:

22

Years in business:

10

Website:

www.tpcgroup.info

Total Precision Cabinetry

Telephone:

(260) 483-1757

Services:

- Commercial Casework
- Display Cases
- Custom Millwork
- Mall Display Kiosks
- Veneers
- Hard Woods
- Repair Service
- Delivery and Setup Anywhere

TPC Construction

Telephone:

(260) 459-1300

Services:

- Commercial, Retail and Office Build-outs and Remodeling

Restore-It

Address:

2777 Sherman Blvd. • Fort Wayne, IN

Telephone:

(260) 471-5081

Services:

- Commercial/Residential
- Full Service Upholstery
- Furniture Repair
- Stripping/Refinishing
- Insurance Service
- Custom Staining
- Caning/Fiber Rush
- Antique Restoration
- Office Furniture Repair
- Pick up and Delivery Services
- Outdoor Kitchens

