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ABR Wholesalers Inc.

510 North Goodman Street
Rochester, New York 14609
(585) 482-3601

Rank: 92 (last year unranked)

Employees: 40

Website: www.abrwholesalers.com

Wholesale distribution for heating and air conditioning equipment and supplies

Years on list: 8

ABR credits customers, employees for its success

(November 11, 2006) — ABR Wholesalers Inc. is a heating and air conditioning distributor to residen Buffalo, Syracuse and other areas in upstate New York. ABR has distributed Rheem products for 25

This family-owned company was founded 40 years ago by Jimmy Monaco, who bought out HVAC fir

The new company was named ABR Wholesalers, for Albany, Buffalo and Rochester, the primary are longer has operations in Albany.

Monaco died in 2001. His daughter, Jody Monaco McGarry, is company president, managing a staff Monaco McGarry's mother, Ruth Monaco, serving as vice president; her brother, Jim Monaco, as se Matthew McGarry, as general manager.

Here, Monaco McGarry talks about her family's business:

ABR maintains a strict "wholesale-only" policy. Why is that?

We are "wholesale-only" to protect consumers. Having a qualified HVAC contractor will ensure prope equipment is very important.

A quality HVAC contractor is the way to go. They are the experts in providing total comfort. This allow (retailing) customers.

How has the industry changed in 40 years?

High-efficiency equipment has been mandated by the federal government. The Department of Energy ways to save energy. The department has set minimum standards for higher efficiency equipment.

How have you managed to stay independent and family-owned?

Our customers and employees are the most important factor to success. Without them, where would

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Being a family-owned business has allowed us, all of us, to be a family. Treat your customers and employees as if it equates to a great relationship.

We also value our customers. We want them to succeed. Their growth means our growth.

We keep close relationships with our vendors. They are vital to our independence. These relationships compete with the big-box stores.

We also stay involved with industry organizations to share best practices.

What is your background?

I started working at the company in the late 1970s, taking orders for equipment and planning delivery, answering the phones, did the billings and posted statements. My dad was out selling and working the counter.

After that, we split up the responsibilities. My brother, Jim, ran the sheet metal shop; my husband, Mike, the business grew, our roles changed. We made a point of continuing our education with lots of night school.

As a woman, what challenges do you face running a business?

That's a hard question. We all have challenges as men or women. I think there are challenges in running a business.

What is it like to work with your family?

It's great.

You are the second generation to lead ABR. Do you have any children and are they involved in the business?

Our youngest son has shown an interest, and we encourage employees' children to join us.

What do you like to do in your spare time?

I spend it with my family and friends.

Deborah Alexander - Staff writer

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