



Remagen is celebrating its

*55th Anniversary*

as a family owned and operated company

**55 PLUS**  
*Collaboration  
for the Future*  
*Since 1961*



**Remagen is a Top 5 Distributor in the United States**

Remagen's longevity and outstanding reputation is no surprise to the Food Service Industry. They live and breathe excellence in their knowledge, talent, and service attitude. From their drivers to their Sales and Service personnel to their Founders, they have always exemplified a wonderful attitude in serving their markets.

We are proud of our long-standing partnership with John Tuggle and his team. Congratulations on a tremendous half century of remarkable results!

Steven D. Cobb, Chairman  
Henny Penny Corporation  
Eaton, Ohio



**Remagen is a Top 5 Distributor in the United States**

Remagen has grown the Cookshack and Fast Eddy's by Cookshack line. For the past several years Remagen has been in the top 5 Cookshack distributors. Remagen has the same values as Cookshack and is committed to their customer's success, from a highly trained sales staff to a support team that is willing to do whatever it takes to keep their customers successful. Cookshack is proud to have Remagen, Inc. as one of its exclusive distributors.

Stuart Powell, CEO  
Cookshack  
Ponca City, Oklahoma



**Remagen is a Top 5 Distributor in the United States**

Congratulations to Remagen for entering into your 55th anniversary year. Peerless recently celebrated our 95th anniversary, so we are aware of the importance of celebrating these milestone years. Hard work, dedication and attention to detail are all qualities you possess that have kept you prospering all these years. We are pleased to be associated with Remagen and hope to be helping you celebrate your 95th anniversary in 40 years!

Bryan Huntley, CEO  
Peerless  
Sandusky, Ohio



**Remagen is a Top 5 Distributor in the United States**

Remagen represents what it means to be a top-tier, quality organization to partner with. Their longevity, knowledge and reputation is outshined only by their immaculate character. John Tuggle and his team continue to impress with their support. Congratulations to Remagen on 55 years of excellence. We look forward to continuing our partnership for many years to come!

Wes Grimm, Director of Sales & Marketing  
Waste King  
Anaheim, California

*This 55th year publication was written, designed, edited and paid for in its entirety by the staff of Remagen, Inc. We trust that our collaboration and pride is recognized. Thank you, The Staff of Remagen, Inc.*

Remagen, Inc.  
231 East Main Street • P.O. Box 345  
Eaton, Ohio 45320  
Phone (937) 456-5500 • Fax (937) 456-7371  
Wats (800) 762-2968 • Fax (800) 762-9054  
email: [systems@remagensolutions.com](mailto:systems@remagensolutions.com)  
Visit our website at: [remagensolutions.com](http://remagensolutions.com)



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**Please recycle our magazine**



**Remagen is a Top 5 MFG. Rep. in the United States**

Although Remagen has only been distributing for 6 months, COZOC is very honored to be celebrating this special moment of 55 years of service. COZOC looks forward to future business with Remagen as they provide outstanding customer satisfaction & excellent service.

Grant Chen, President  
Cozoc  
Carson, California



**Remagen is a Top 5 MFG. Rep. in the United States**

We are proud to have Remagen as a manufacturer's representative. They understand the importance of learning about the products that they represent. By doing so, they are able to offer excellent customer support. Their team is committed and dedicated to supporting our product line by offering the best service to our customers.

Ashley Kats, Sales & Customer Service  
Prairie View Industries Food Service, Inc.  
Fairbury, Nebraska



**Remagen is a Top 5 MFG. Rep. in the United States**

Congratulations to Remagen Foodservice Solutions on your 55th anniversary!

I know that you provide your team with all the credit, but you have put together a terrific organization of associates. Remagen's reputation is based on providing excellence on all facets of the business relationship. We at EdgeCraft are very pleased that your company has earned a TOP 5 manufacturers sales rep position selling the products of Chef'sChoice.

I tip my hat to you and the entire Remagen team for a job well done.

Here is to the continued success of Remagen.

Mick Kilyk  
EdgeCraft Corporation, Home of Chef's Choice  
Avondale, Pennsylvania



**Remagen is a Top 5 MFG. Rep. in the United States**

Plantation Prestige Commercial Furniture would like to recognize REMAGEN for their dedication in providing outstanding customer relations and hard work. REMAGEN's experience and numerous relationships within the foodservice industry have played a vital role towards bringing new customers to PPCF. REMAGEN has shown significant sales growth for 2015, all due to their hard work and dedication to learning the product line, while working very closely with their customers. We would like to congratulate REMAGEN on 55 years of hard work, dedication and World Class Customer Service. PPCF is looking forward to a great partnership with the REMAGEN TEAM for years to come.

John Hoyt, President  
Plantation Prestige Commercial Furniture  
Birmingham, Alabama



# Our destination... To add exceptional value to the product®

Remagen's mission statement, goal, strategy, philosophy, and vision are all molded into one simplistic statement:

**Our destination... To add exceptional value to the product®**

Remagen created this statement. We use it as a core value that influences culture and creates a team approach. This statement is registered in U.S. Patent and Trademark Office.



"The entrepreneurial culture is always a challenge because it is so multifaceted. The quest to run a better business forces you to be an expert in all areas of business, from logistics to finance. Being involved in all areas of the business is what has made coming to work at Remagen fun for over 43 years."

*Ed Taylor*

**Ed Taylor**  
General Manager



**Cindy DuVall**, "Technology is the application of resources and knowledge to create solutions. We use it as a means to apply every day business with real-world solutions."



**Bob Taylor**, "For over five decades we have respected the value of Green. All paper, newsprint, corrugated, plastic containers, aluminum cans and tabs, shortening, packaging material, shredded paper, pallets and retired equipment is recycled."



**Bob Welch**, "Our corporate vehicles travel over 284,000 miles a year. We have compiled an excellent safety record. Our up-to-date fleet also allows us to backhaul within our area."

# Sales Support/Service



**Jeff Michael**, "Remagen has two Henny Penny Certified Trainers on staff. Educational training seminars are conducted on site as well as at Remagen's training room."

"When you call one of Remagen's five toll free phone lines your first contact is a member of our service repair department. Whether you are ordering a part or need technical assistance we are here to provide you with helpful service."

**David Sizemore**  
Operations Manager



**Ean Bowlin**, "Warranties are treated like an order."



**Scott Witters**, "Our current fill rate for parts average 95%. That means that 95% of the time we ship 100% of the line items daily. Our order cut off time is when the freight trucks arrive."



**Denise Remaklus**, "Education of all employees is a responsibility that we take seriously. On-going education is an attitude that separates us from the rest."

# Remagen Q & A

**Interviewed by Jack L. Cobb (JLC),**  
Retired, Henny Penny Corporation  
Chairman CEO and President.



**John Tuggle (JRT),** Owner and  
President of Remagen, Inc.

**JLC: What does your 55 year company longevity mean to the customer.**

**JRT:** Absolutely nothing...unless you are consistent and you add value to the product. The best predictor of future behavior is past behavior.

**JLC: John, what part of your job do you enjoy the most?**

**JRT:** Creating a goal and then establishing a plan.

**JLC: What keeps you up at night?**

**JRT:**

- Standing still.
- Compassion for the business.

**JLC: Your biggest challenge?**

**JRT:** Tomorrow. I wake up each day unem-ployed. I want the staff to have this same concept.

**JLC: Sales goal?**

**JRT:** Being the BEST prepared and BEST edu-cated.

**JLC: Other goals?**

**JRT:** Never lose focus on the customer.

**JLC: Comments on your 18 year average staff longevity?**

**JRT:** Longevity is a credit to our employees' dedication that results in growth. Growth adds to employee satisfaction which in turn feeds more employee dedication thus continuing this healthy cycle.

**JLC: Who is the ideal employee?**

**JRT:** One that is empowered to achieve the next level.

**JLC: What are your pet peeves?**

**JRT:** Tardiness, being unprepared, sloppy attire, and lack of a plan or a direction.

**JLC: What is your vision?**

**JRT:** Earning respect every day.

**JLC: What did you learn from your father, the founder of Remagen?**

**JRT:** Play by the rules, work ethic, faith, compas-sion, value of consistency, achieve your dreams while proving yourself.

**JLC: How have you grown year after year?**

**JRT:** Align yourself with robust manufacturers that have the same philosophy. In the past 55 years our growth has included only one acquisi-tion. Remagen has found it more rewarding to grow the old fashioned way.

**JLC: How is Remagen sensitive to the current volatile environment?**

**JRT:** First, we don't use negative energy talking or worrying about tough economic times. Each time these challenges have been presented over the past 5 plus decades, we become very proac-tive and concentrate on our long term goals. We have added staff, programs, and product lines while making the fewest amount of changes.

**JLC: How does your strategic plan affect how your company operates?**

**JRT:** Collaboration. Our staff works as a team. All employees understand our mission statement. I was raised in a business culture that prefers to hit singles and doubles to sustain momentum rather than relying on a home run.

**JLC: How has your personal past impacted the company?**

**JRT:** I have been blessed by having been im-pacted by my parents, excellent high school teach-ers, college professors, and coaches. This business is an eyeball business. My past has helped to establish relationships with the manufac-turer, the Remagen staff and its customers.

**JLC: What other philosophies are important outside of marketing and sales?**

**JRT:** Achieving a ROI for excellent safety prac-tices, a concern for green philosophies and being good stewards with corporate donations.

**JLC: Family owned privately held corpora-tion, why?**

**JRT:** We like being family owned. It allows us to develop our own strategies. Focusing long term we consistently plant seeds for the future which eliminates short term panic.

# Remagen Q & A

**JLC:** What suggestions do you offer your sales team?

- JRT:**
- Be prepared.
  - Always listen to the customer.
  - Be the best educated.
  - Be efficient, minimize windshield time.
  - Simplify this complex industry.
  - Use Economic Justification to convey the total cost of ownership.
  - Exceed what you say you are going to do.
  - If you are not early, you are late.

**JLC:** You have mentioned education as being very important. Why?

**JRT:** I have experienced first hand how educational values fuel performance. All of Remagen's staff participate in on-going education. We hire service and sales representatives who exhibit strong teaching characteristics.

**JLC:** One word that separates you from the rest?

**JRT:** Collaboration



**John Tuggle**  
President



## Community Leadership



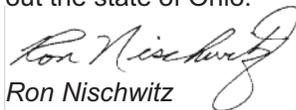
Congratulations to John Tuggle and the Remagen staff on achieving this 55 year milestone in business. The City of Eaton takes great pride that this corporate partner is located in the heart of our community. Taking a term from their own mission statement 'exceptional' is descriptive of not only their business values, but of their generous interest and support of Eaton! We look forward to celebrating many more years of continued success with you.



**Brad Collins**  
City Manager  
Eaton, Ohio



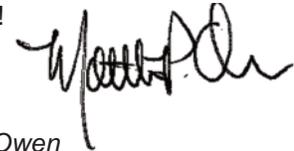
Congratulations on your 55th year. John Tuggle has served on our Board of Directors for over 15 years and is currently a Vice President. Remagen, Inc. has been a financial supporter for most of the 25+ years of the foundation. Thank you for sharing the American Free Enterprise System with the youth throughout the state of Ohio.



**Ron Nischwitz**  
Founder  
Ohio Business Week Foundation



Congratulations on your 55th year of business! Remagen, Inc. is an outstanding corporate citizen and servant to the Preble County region. Your passion and dedication to the community is a reflection of your wonderful employees. On behalf of the Board of Directors we wish you continued success for another 55 years!



**Matt Owen**  
Executive Director  
Preble County Chamber of Commerce



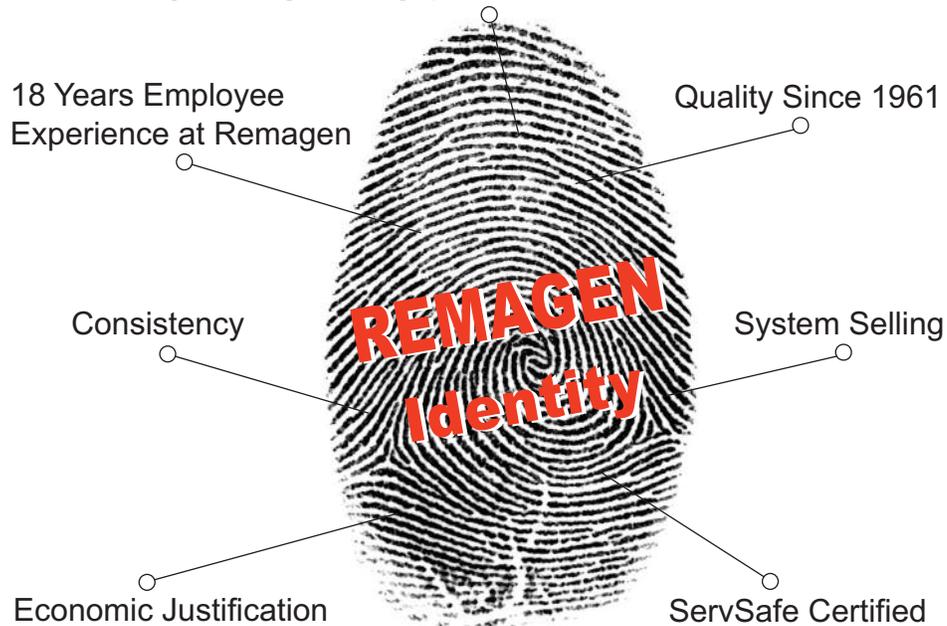
*Remagen, Inc. is a manufacturer representative and stocking distributor for the foodservice industry's leading equipment lines.*

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***Our destination...***

***To add exceptional value to the product®***

Remagen bridges the gap between manufacturer and dealer





**Office**



**Warehouse**



**1885  
Historic Warehouse**

## **Remagen's Logistics**



**Regional Sales Managers' vans are another tool that helps bring value to the customer.**



# Sales

The Remagen brand is our promise. Remagen is an umbrella of manufacturers that blend together for your foodservice needs. As a distributor we are not a middle man, we are the catalyst. Systems are created by offering the customer options in complimentary product lines. Our established dealer networks drive the engine.



**Wade Markham**, "At Remagen it's all about the ease of doing business."



**Beau Bemis**, "Remagen stays focused on cooking and holding with the best manufacturers in the food-service arena. Customer service drives our success."



**Sean Williams**, "Remagen has a high level of repeat business due to the total experience with our company."



**Marty Clos**, "Customer Service is the value Remagen brings to the table."



**Mike Crossen**, "Consumer demand for our system of products is enhanced by the use of our demonstration kitchens."



**Howard Hale**, "Economic Justification shows customers their Return on Investment. PRICE is what the customer pays for your product; COST is what it costs to use your product."

"Remagen's sales philosophy is simple. Stay visible to our customer, listen to issues, and create solutions. We assist our customer with kitchen design, equipment selection, training, and financing. Showing the customer a return on their investment is a staple to our continued success."

A handwritten signature in black ink that reads "Chris Weinel".

**Chris Weinel**  
Sales Manager



# Culture

Why!



E	S
l	p
e	e
v	c
a	h
t	
o	
r	



Since 1961 **PASSION**

👉 **DETAILS** 👈



**Three Toughest Sells**

*Our destination...*

*To add exceptional value to the product®*

# Recycle



*Shredded Paper*



*Newspaper*



*White Paper*



*Tabs*



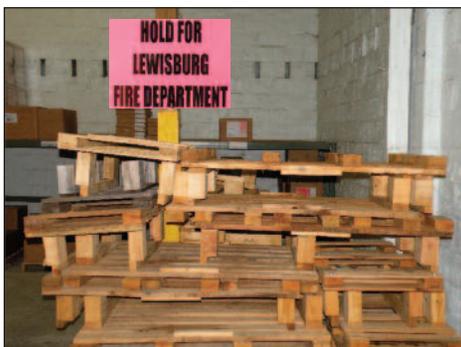
*Aluminum Cans*



*Shortening*



*Corrugated*



*Pallets*

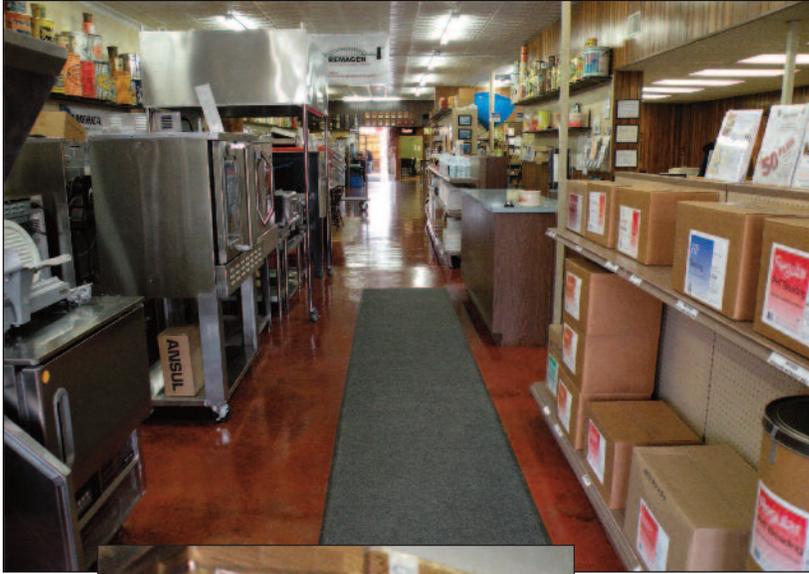


*Plastic Bottles*



*Retired Equipment*

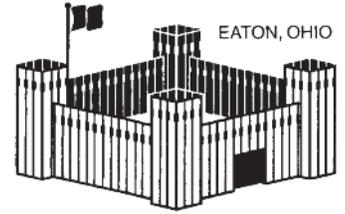
# Welcome Inside



# Proud of Our Past



**Richard H. Tuggle** symbolized a true entrepreneur. He was a visionary who illustrated the hard work, ambition, and drive that commanded respect in the marketplace.



**St. CLAIR**  
SUPPLY COMPANY INC.

The business name and logo were adopted from the county's historical memorial. St. Clair's logo is an artist's sketch of the original fort. Sold the contract cleaning part of the business.



**John R. Tuggle** assumed the position of president in 1972. John had been involved in the business since its beginning and took over the family-owned operation during Richard's long-term illness, after completing four years teaching and coaching at Fairborn City Schools.

## A Modest Beginning



The late Richard H. Tuggle founded the business in 1961 when he sold cleaning chemicals for a national company and implemented a county-wide custodial cleaning service all headquartered in the 80 sq. ft. milk-house at his farm.

1973

1972



**Jean Tuggle**, "A key aspect of the Remagen culture is our investment in our employees. Everyday they represent who we are."

1961

# Excited About Our Future



When we split into two companies, the Remagen (pronounced Ray-mah-gun) logo was adopted to honor the founder of our company. The logo represents the historical significance of the Allied Forces crossing the Rhine River on the bridge at Remagen March 7, 1945. As a 23 year old Captain in the U.S. Army, Richard H. Tuggle led 220 men in C-Company #656th Tank Destroyer Battalion across the Rhine River at Remagen, Germany. The artist drawing of the Ludendorff Bridge and Remagen's name are registered in U.S. Patent and Trademark Office.

Sold St. Clair Supply Company, Inc. (cleaning supplies and equipment) enabling us to devote our energy to our foodservice business. Sold to Scottissue of Dayton.

Purchased Markham Sales & Equipment, Inc. to become a hybrid stocking distributor and a manufacturer representative.

2016

2013

2006

2004

**55 PLUS**  
*Collaboration  
for the Future*

Five and a half decades later, we are excited about our future.

Collaboration is the strategy that will guide us for the next decade and beyond. At Remagen there is a real can-do spirit. It is where every employee is involved in satisfying the customer.



*Remagen's territory consists of Indiana, Kentucky, Michigan, Ohio, Pennsylvania, and West Virginia*



Remagen's fully equipped demonstration kitchen is available for customers to test equipment and menu items. Call your Remagen Sales Representative to schedule an appointment.



231 East Main St. • P.O. Box 345 • Eaton, Ohio 45320-0345

**EATON**  
937-456-5500

**800-762-2968**

**FAX**  
800-762-9054

**E-MAIL**  
systems@remagensolutions.com

**INTERNET**  
remagensolutions.com