

Committed To Customer Service

Reliable lift trucks help Maines keep focus on customers. Opening a restaurant? Managing the foodservice department for a university or hospital? Starting a new venue, such as a golf course or cruise line, for tourists? With nine distribution centers in the eastern and midwestern United States, Maines Paper & Food Service, Inc., stocks everything businesses would need to offer foodservice to their patrons, from food and beverage products to flatware.

When Maines needed a material handling partner to help it achieve higher service levels and profitability, while reducing time-consuming lift truck equipment management, it chose The Raymond Corporation and its authorized Sales and Service Center network.

Lift trucks for every application

To keep distribution operating smoothly, Maines relies on a fleet of 174 *Raymond*® lift trucks that includes pallet trucks, *Reach-Fork*® trucks, orderpickers and *Swing-Reach*® trucks. The trucks handle specific applications in both ambient and cold-temperature environments.

Pallet trucks are used to unload delivery trucks because they are able to maneuver within the tight spaces of the trailers. Double- and triple-length pallet trucks are used for order picking in the freezer and dry goods storage areas because they enhance productivity by allowing Maines to fit more pallets onto the trucks during a single trip. The pallet trucks used in the freezer environment include a cold-storage conditioning package to protect the lift trucks' control systems from condensation and freezing.

Products are put away and pick slots are replenished during the receiving process with the aid of *Reach-Fork* trucks. Orderpickers meet inventory control and order selection needs. The *Swing-Reach* trucks are used to put products away in very narrow aisles.



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Patrick DeOrdio
Vice President of Operations
Maines



“Our lift trucks are one of the most important tools we have in distribution,” says Patrick DeOrdio, vice president of operations for Maines. “Without the reliability of the trucks, we would never be able to take care of our customers and meet all of our material handling needs in the various environments within our facility.”

Through a comprehensive maintenance agreement, two dedicated service technicians from Pengate Handling Systems, a Raymond Sales and Service Center located in Albany, N.Y., are consistently on-site at Maines’ headquarters to cover routine and preventive maintenance.

Solutions for productivity

All the lift trucks at Maines are AC-powered, which provides quicker acceleration, smoother direction changes, and precise traction and lift. The pallet trucks feature the Raymond *CoastPRO*® system that moves the truck forward while the operator picks a product from the racks, reducing the time needed to walk back and forth to the pallet truck during order picking. Raymond also installed extra guards on some of the counterbalanced lift trucks to protect the hydraulics and the baselegs of the trucks during turns around racks to help Maines reduce costs for repairs and downtime.

To ensure all operators are properly trained to meet OSHA’s lift truck training requirements, Maines utilizes Raymond’s operator training program. The company uses the program to train new people, recertify existing staff and provide refresher training to operators who may have had an incident.

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Establishing leadership

Throughout the years, Maines has established itself as a leader in the foodservice industry and continues to retain that position as a strong, growing company with leading technology and innovation. Along the way, DeOrdio says that Pengate and Raymond have made it easy for Maines to rent extra equipment during busy seasons, change out older equipment for newer models and develop solutions for new challenges. Maines’ focus is always on customer service and identifying ways to be more competitive and efficient, and it is able to maintain that focus with a fleet of reliable, productive lift trucks.



RAYMOND
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