



# A true family business for more than 50 years

## » ARROW WINDOWS - DOORS & MORE INC. STILL DEDICATED TO CUSTOMER SERVICE

BY DWAYNE TINGLEY

Shirley Hawryluk laughs and hesitates when she's asked for her job title at Arrow Windows - Doors & More Inc.

Her large desk, stacked with order forms and other business transactions, reveal that she's busy with paperwork, but coming up with just one job title is proving to be tricky.

Finally, she decides on administrator. That seems like an understatement for the matriarch of the family business, which has been a mainstay on Moncton's Mill Road since 1962.

Hawryluk and her late husband John started the company as Arrow Metal Products and now she runs it with their four children with the same philosophies that have served customers the same respectful way for 57 years.

"We are good to our clients and that's why we have so many repeat customers over the years," said Hawryluk, who will turn 84 on July 21.

"We've had a lot of our customers for many, many decades and they have been our best advertising," she added. "Word of mouth has been very good. That's why we have so many repeat customers and we're getting so many new customers. We're still growing."

When Shirley and John founded the company, Arrow also manufactured and installed windows and doors.

John died six years ago, shortly after Arrow changed its focus to the purchase and sale of windows, doors and other housing staples. Arrow sells and distributes Gen Tek Building Products of

Moncton and no more manufacturing is done on the Mill Road site.

"We have built a good business in the Moncton area and we like to deal with another Moncton business that also puts customers first," Shirley said.

"We also work closely with individuals who want windows and doors for their businesses or homes and we work with contractors," she added. "It all comes back to serving the customers well. That's always been our way of doing business."

Shirley only comes into the office two or three days a week now, but she maintains a handle on the operation, overseeing the work of her children.

"I am proud of them because they all bring their certain strengths to the company and they work very well together," she noted.

Kevin operates Best Buy Doors Inc. and Robert is responsible for all of the orders and quoting. Joanne also does quoting and other business operations while Keith, the oldest child, looks after decking and railing.

"They were all brought up in the business and they have carried on our family traditions," Shirley said. "They all started working here as young people and they've stayed with it. It's been a good family business for all of these years."

Shirley is also proud of Arrow's community involvement. The company has been a long-time sponsor for sports teams, including a nationally-recognized oldtimers' hockey team, and a figure skating club. Shirley is also active in the children's ministry at Shediac Bay Community Church.

"It's important to us to give something back to the community that has been so good to us for a very, very long time."