

Marilyn Townsend, CEO/Chairman, Controlled Environment Products, Inc



VENDOR SPOTLIGHT

When your waste basket gets full, what do you do? You take it out and replace it with a new trash can liner. How many trash can liners do you think our property uses each year? Last year, Ameristar Kansas City used 3,224 trash can liners. This product, along with other janitorial supplies and chemicals are provided by our vendor, Controlled Environment Products, Inc. (CEP).

Marilyn Townsend, CEO and Chairman of CEP started working with Ameristar Kansas City in 2001 providing trash can liners. "In the last few years our business with Ameristar has grown significantly," said Marilyn.

Although established in 1989, Marilyn took over CEP in 1991. She didn't always see herself in the position she is now in. She began her career in air transportation and hospitality, working for a Kansas City hotel. After a while, she was burnt-out and wanted to work for herself. After doing much research and talking with many people, an opportunity to take over CEP came to Marilyn's attention.

Once Marilyn took over, the company moved from providing medical supplies to janitorial supplies and later added safety supplies. Ameristar came into the picture when CEP began providing janitorial supplies.

"Our presence with Ameristar has grown in the last few years at least 60 percent, due to a joint effort, not only by Ameristar Kansas City, Ameristar Casinos, Inc., to allow small businesses and not over-pricing (what?)," said Marilyn. "Marilyn takes a very active role with our account to help gain and grow our business relationship," said Karen Duffy, Purchasing Manager. "She actively tries to save us money."

Customer service is key for Marilyn. "In my experience with CEP, they believe in delivering a quality product, competitive cost and great customer service," said Karen. Duffy.

CEP provides for companies all over the United States as well as internationally. "We export to Syngapore and Europe as well as other international companies," said Marilyn. CEP works with several companies in the Kansas City area including many of the major medical buildings and Jackson County Government.

"We ship to Ameristar two to three times each week on an as-needed basis," said Marilyn. "The level of customer service has exceeded our expectations numerous times," said Karen. "There have been times when we have called on Marilyn for cups we don't generally get from CEP. Marilyn delivers within a few hours of our request."

Marilyn and CEP just received an award at the Business Opportunity Fair through the Mid-America Minority Business Council for their business with Ameristar.