



Seating Concepts of Rockdale, Illinois has been manufacturing and supplying high performance quality dining room furniture to the foodservice industry since 1980. It manufactures dining room furniture featuring upholstered, wood and fiberglass booths – any of which can be customized to fit any foodservice operation. Seating Concepts has become known as a global industry leader in seating solutions for a variety of venues by providing a superior product, competitive pricing and professional customer service. Their design philosophy is to apply the fundamental principles of styling, durability, and comfort to every product manufactured.

The company often promotes from within. While this enables the company to retain and provide valued employees with advancement opportunities from production to supervisory positions, many of those individuals possess solid experience and knowledge in Seating Concept's manufacturing processes but lack supervisory skills. Recognizing that employees advancing into supervisory positions lacked the needed skills and to assist them in transitioning into a leadership role, a training plan was developed. A total of nineteen participated in two customized training programs – one delivered through the American Management Association and the second through Joliet Junior College.



As a result of the training, supervisors have demonstrated improved organizational and management skills. Increased planning capabilities have resulted in more efficient scheduling, production, and shipping. The front-line supervisors now realize that it is their responsibility to communicate not only with their workers but also with upper management – providing suggestions for improving processes and procedures that have resulted in increased productivity.



“We sincerely appreciated the funding provided through the Workforce Investment Board’s Business Grants for Employee Training Program to offset our training costs,” stated Kathy Petprachan, Accounting/HR Manager at Seating Concepts. “This program and the funds that the County invested in improving our supervisors’ abilities is evidence that they value and support local businesses.”



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