

MASSACHUSETTS 2004 SMALL BUSINESS WINNERS

Small Business Person of the Year

Larry P. O'Toole
President
Gentle Giant Moving Company, Inc.
29 Harding Street
Somerville, MA 02143
www.gentlegiant.com



Gentle Giant is the premier moving and storage company in Massachusetts. Founded in 1980 by Larry O'Toole, its president, Gentle Giant offers storage, craning, piano moving complete packing and unpacking services, local, interstate and international moves. Gentle Giant purchased its Somerville headquarters in 1998 with an SBA 504/Certified Development Company loan from Bay Colony Development Corp. and financing from Cambridge Trust Company. Since the acquisition, revenues have grown from \$11 million to \$16.5 million, its fleet size has increased from 65 to 95 trucks, and the number of employees has grown from 135 to 185. Gentle Giant has won many awards, and extensively supports local charities.

NATIONAL, NEW ENGLAND AND MASSACHUSETTS WINNER

Entrepreneurial Success Award winner

James G. Crosby
President
Crosby's Market, Inc.
125 Canal Street
Salem, MA 01970



Jim Crosby obtained an SBA-backed loan to launch his first independent supermarket, Crosby's Market, in Concord in 1980. The company financed the second store with an SBA-backed loan and when the Marblehead store burned to the ground in 1994, the company was able to rebuild that facility with an SBA 504 loan from Massachusetts Certified Development Corp. and a first mortgage from Eastern Bank. Crosby's has grown into a retail supermarket chain of five stores in Concord, Salem, Manchester-by-the-Sea, Georgetown and Marblehead with revenues of \$50 million business and more than 400 employees. Jim Crosby is close to the communities he serves, and has been honored repeatedly for his work on behalf of the North Shore Medical Center Cancer Walk, Goodwill Industries, the Salvation Army, and many other organizations.

NATIONAL WINNER

Phoenix Award for Small Business Disaster Recovery

Sherman & Susan Goldstein
Mansion House Inn
9 Main Street
Vineyard Haven, MA 02568
www.mvmansionhouse.com



Embodying the true spirit of the phoenix, Sherman and Susan Goldstein literally picked themselves up from the ashes of a devastating fire that destroyed their hotel and restaurant in December 2001, to construct a world-class facility that has caught the attention of vacationers from the U.S. and abroad. As it turns out, the Goldsteins were considerably under-insured for the loss and the \$8 million price tag to rebuild far exceeded their resources. They were able to convince a consortium of local lenders to help finance their reconstruction efforts. An SBA economic injury disaster loan provided necessary working capital for the hotel and restaurant to survive the rigorous 12-month rebuilding schedule.

Financial Services Advocate

Mark E. Collins
Executive Vice President
Banknorth
Small Business Center
35 Main Street
Andover, MA 01810
www.banknorth.com



Mark Collins, Executive Vice President at Banknorth, N.A., is in charge of overseeing small business, marketing, advertising, public relations and sales strategies for Banknorth, N.A., a \$27 billion bank headquartered in Portland, Maine. Banknorth is the largest retail and commercial banking company headquartered in New England with 350 branches throughout Massachusetts, Maine, Vermont, New Hampshire, Connecticut and New York. When Banknorth entered the Massachusetts SBA market, Collins committed to finishing in third place on SBA's bank ranking list by the end of 2003. True to his word, Banknorth was ranked #3 in 2003 with 155 loans worth \$166 million. Banknorth also produced the third highest volume in New England with 431 loans totaling \$45 million. The bank is on track to finish in the top three in 2004.

SBA Family-Owned Small Business of the Year

Eric W. Harper
President
Union Machine Co. of Lynn, Inc.
6 Federal Way
Groveland, MA 01834
www.unionmachine.com



Union Machine is a family-owned business that, as an OEM provider and prime contractor of jet engine and other precision parts, has been an important innovator and contributor to the aerospace business for more than 50 years. Since its inception in 1953, Union Machine has manufactured a variety of parts from automobile to aircraft. Following grandfather and father, in 1980 Eric Harper was named president of Union Machine, beginning the company's third generation of family ownership. In the early 1990's, the aerospace industry faced tremendous hardships, and the company was near insolvency when the SBA stepped in to restructure Union Machine's debt to enable Eric to retain the company and save many jobs for family and non-family workers. Union Machine is an AS9000 and ISO 9002 certified operation.

Home-based Business Champion – Massachusetts & New England winner

Elaine L. Abramo
President
Homebased Business Women's Network, Inc.
178 Whalers Lane
Salem, MA 01970
www.H-B-N.org



The Homebased Business Network, Inc., a nonprofit organization, was founded in 1981. Its purpose is to promote a positive image of women with homebased businesses and to provide opportunities for the exchange of resources, information and support. HBN benefits include: energized monthly meetings, positive speakers, conferences, trade and cable television shows, roundtable discussions, newsletters, educational events, a website and a handbook, *How to Start and Operate a Homebased Networking Group*. Elaine Abramo joined HBN 17 years ago and has served in just about every capacity including its president for the past two years. Abramo has operated her own homebased consulting business, Abram's Business Consulting, for 20 years.

Small Business Journalist

Cromwell Schubarth
Financial Editor
Boston Herald
One Herald Square
Boston, MA 02106
www.bostonherald.com



Cromwell Schubarth is a journalist with more than 28 years experience as an editor, reporter, columnist and photographer. Schubarth began his career at the *Boston Herald* in 1999 as its assistant business editor and assignment editor. He also wrote nearly 160 *Bizlines* columns between 2000 and 2003 which focused on the challenges and opportunities confronting entrepreneurs and small business operators. According to Ted Bunker, the *Herald's* business editor, "Cromwell was free to choose any number of topics for his weekly column, but that his first and only choice of topics was small business. He took that subject specifically because of the economic importance of small businesses as job generators and because we both realized how tough it can be to give news space to small business items on any given day."

Minority Small Business Champion

Mari Carmen Cintron
President
Latino Resources Network
9 Northside Court
Haverhill, MA 01830
www.latinoresourcesnetwork



Mari Carmen Cintron founded Latino Resources Network in 1999. LRN is a non-profit organization, established to achieve specific goals including improving Latino professional opportunities, economic development, and the development of leadership in the Haverhill community. One example of LRN's mission is the partnership the organization formed with the city of Haverhill and a financial institution to provide a ten-week workshop to encourage small business development in the Latino community. Mari Carmen, a licensed social worker, is also the director of the Minority Affairs Office for the city of Haverhill, conducts her own television talk show called "Perspectiva Latina" and writes a bimonthly column in the *Haverhill Gazette*.

Veteran Small Business Champion – Massachusetts & New England winner

William R. Picard
54 Wesleyan Street
Shrewsbury, MA 01545
Co-founder Northeast Veteran-Owned Business Network



The Northeast Veteran-Owned Business Network was established in 2002 by founding members like Bill Picard and other service-disabled veterans, as well as by other veterans of the U.S. Armed Forces. The purpose of the organization is to further the knowledge of the benefits of the Veterans Entrepreneurship and Small Business Development Act of 1999, which provides for technical, financial and procurement assistance for service-disabled veterans and veteran-owned businesses. The network provides advice and information about resources available to veterans who are sole proprietors or own at least 51% of a business. Because of Bill Picard's efforts, veteran-owned businesses are kept informed of upcoming federal and state legislation that may impact them.

Women in Business Champion

Andrea C. Silbert
Founder and former CEO
Center for Women & Enterprise
24 School Street, Suite 700
Boston, MA 02109
www.cweonline.org



Andrea Silbert, former CEO of the Center for Women & Enterprise, founded the organization in 1995. CWE, SBA's official women's business center in Massachusetts, is a non-profit whose mission is to empower women to become economically self-sufficient and prosperous through entrepreneurship. With offices in Boston, Worcester and Providence, CWE provides education, training, technical assistance, and access to capital to ensure that all women, regardless of their economic status, have the opportunity to start and run their own businesses. Since its inception, CWE has served over 6,500 women in Massachusetts and Rhode Island and fostered the creation of 3,290 net new jobs, which in turn have generated approximately \$114 million in wages. As a non-profit charitable organization, CWE provides its service on a sliding scale basis in order to serve all women.

Young Entrepreneurs

MacGregor B. Hay
President
Alexander Hay
Wellfleet Harbor Seafood Co., Inc.
d/b/a Mac's Seafood
P.O. Box 1768
Wellfleet, MA 02667
www.macsseafood.com



Wellfleet Harbor Seafood Co., Inc., d/b/a Mac's Seafood was established in 1995 as a small seasonal seafood market. At that time the owners, Mac Hay and Alex Hay, then ages 20 and 16 respectively, approached the business "from a let's have fun type of attitude." Mac's Seafood has grown into a seasonal retail food sales operation which includes a seafood market, sushi bar, dairy bar, a casual gourmet and takeout restaurant with waterfront dining as well as catering services. Revenues and payroll have grown an impressive 20 percent per year since Mac's first opened nearly 10 years ago. Mac's Seafood donates thousands of dollars to a variety of non-profits in Wellfleet including the PTA, the Little League, the fire department and chamber of commerce.