



# LBPA TODAY

Information Update for Lansdowne Business and Professional Association Members

## Member News Briefs

### Discounts on Gifts for LBPA Members

Sisters in Crafts Through Christ (229-B S. Chester Pike, Glenolden) is offering a 10 percent discount for LBPA members. Just mention your membership! Now is the perfect time to find a truly special gift for Fathers' Day, graduations, weddings or any other occasion. Shipping and delivery service is available, and Visa/Master Card is accepted. Call 610-623-7694 for more info.

### Todaro's Music Features New Imports

Following a trip to a German trade show in March, Joe Todaro of Todaro's Music returned with some exciting new exotic instruments. Stop by Todaro's to check out the beautiful wooden xylophones from Auris, a German company, or see the large, mandolin-like bouzouki from Athens, Greece-based company Sakis. Todaro's can be reached at 610-623-2555.

### Memorial Day Parade

Memorial Day Parade! The Annual Lansdowne Memorial Day Parade will begin Monday, May 29 at 9 a.m. The parade route begins at Lansdowne & LaCrosse Avenues at 8:30 a.m., so feel free to join in. Participants include the Penn Wood High School Band, Albert E. Wunderlich Post 65, and the 26th Pennsylvania Volunteers Civil War Re-enactment Group. The parade will end at 9:30 with a flag-raising ceremony and a 21-gun salute.

### Volunteers Wanted for Union AA July 4th Parade

Union Athletic Association needs volunteers for the upcoming Independence Day Parade. Volunteers are needed to collect donations and work events the day of the parade. Judges are also needed for the parade. To volunteer, please call Dave Stanton at (610) 259-6451 or Fred Egner at (610) 626-4154

### Summer Dance Classes at Don's Dance World

Registration for Don's Dance World summer classes is now in progress. Classes for all types of dance will begin on July 8, so sign up now! On Saturday June 22nd Don's Dance World will be holding its annual dance recital at Penn Wood High School on Green Avenue. There will be two shows -- 11 a.m. and 3 p.m. The recital will feature dancers of all ages, from toddlers to grandmoms. Call 610-622-6029 for class and recital information.

## Next LBPA Meeting:

*It's  
Wine  
Tasting  
Night!*



**What:** LBPA June Meeting and Wine Tasting Evening

**When:** June 20, 2002

**Where:** Twentieth Century Club  
84 South Lansdowne Avenue

**Details:** Educate your palate during this fun and informative evening. An expert presenter will share everything you need to know about red wine, white wine and more!

**Cost:** \$20 per person

**RSVP:** Please indicate your desire to attend this event as soon as possible. Call 610-623-2091 to reserve your place!

## Your LBPA Officers

**PRESIDENT**  
Fran Wayne .....(610) 259-6370

**FIRST VICE PRESIDENT**  
Jennifer Hoff.....(610) 623-2091

**SECOND VICE PRESIDENT**  
Pat Arone.....(610) 626-7320

**SECRETARY**  
Kelly Bliss .....(610) 394-2547

**TREASURER**  
Rose Marie Redheffer.....(610) 583-3000

Lansdowne Business & Professional Association  
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*"It is amazing what you can accomplish  
if you do not care who gets the credit."*

— Harry S. Truman

## **Member Spotlight: Stephanou's Service Center**

Growing up, brothers Tom and Nick Stephanou knew a thing or two about Frank Buckingham's service station on Marshall Road. Older brother Tom took a job working there in 1971, nine years before Nick first started working at the station.

Today, after more than two decades of owning Stephanou's Service Center, the brothers are pretty confident that they have the knowledge and ability to build and manage a successful service station.

"We had one cash register and one pay phone when we started," explains Nick. "Today, we have four computers and six phone lines."

Since the brothers brought the property from corporate owner Arco in 1985, the station has undergone quite a bit of expansion. Stephanou's today has five service bays, having added two additional ones in 1995, and a wealth of state-of-the-art diagnostic equipment. The station also employs seven full-time employees and eight part-timers.

Most of the regular work that customers enlist Stephanou's for is the "normal stuff," — state inspections, routine maintenance, and general repair. Approximately 80 percent of the business' work comes from returning customers.

Nick says that part of the key to building a successful business lies in developing strong customer relationships. Stephanou's initiates these relationships when new residents move into the area by sending a welcome kit and coupons. Additionally, they draw back return customers by sending out reminders when their state inspections are due.

Another key to success is the brothers' commitment to knowing the trade. Over the years they have studied at the Automotive Institute of Spring Garden College and Drexel University. "We've kept ourselves educated and grown with the changes of the business," Nick adds.

The station also does work for the American Automobile Association (AAA), a relationship that has introduced a fair number of customers to Stephanou's. Nick says the station also stocks an extensive selection of tires and a number of other parts that tend to be common needs for motorists during a roadside emergency.



***Brothers Nick (left) and Tom Stephanou have owned Stephanou's Service Station on Marshall Road since 1980.***

"When someone comes in with a flat tire, we want to be able to fix them on the spot and get them on their way," says Nick. "And because we keep our prices on tires competitive with the big tire and automotive places, hopefully, they come back."

Enough of them do come back to ensure that there is usually a one- or two-day backlog of work to do. Approximately 20 cars come through Stephanou's for service on a given day.

"But if someone's in need we'll do everything we can to fit them in as soon as possible," Nick explains.

Stephanou's Service Center is located at 2319 Marshall Road. For more information, call 610-259-9164.