

Allan Block

Always Better Wall of Fame



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Russ Kissinger
Air Vol Block, Inc.
San Luis Obispo, CA

Russ Kissinger has been with Air Vol Block, Inc. and in the Allan Block business since 1994. To say he has a lot of product, market and customer knowledge... and in addition that he has played a vital role in the development of the local market would be drastic understatements. It has been a privilege to work alongside Russ over the years and we are very happy to share that he is our second inductee into the *Always Better* Wall of Fame at Allan Block.

Many of the individuals at AB have had the great opportunity to work with Russ and have seen his involvement in the development of not only the Allan Block brand in Central California, but also the entire Air Vol brand. Over his 22+ years with Air Vol, Russ has grown into the General Manager with hard work, dedication, intelligence and simply understanding customers. He has played an instrumental role in the creation of the commercial and residential business and he still feels it is important for his team to be well rounded and capable of assisting with all of Air Vol's product offerings and with all different customer groups (engineers, architects, dealers, contractors, etc.).

Russ is quick to pass along the reasons for success to others and we know there is a great group at Air Vol who have helped along the way, but we have seen his individual actions lead to many successes. Russ recently shared several factors he feels have helped lead to his and Air Vol's long-term success. The very first thing he mentioned when we discussed this was "we have to be great teachers." He and his group must have the best product knowledge so they can assist and educate customers on proper design, installation and estimating. His goal from day one, is to show value to his customers, playing a vital role with engineers, dealers and contractors by becoming their go-to source for answers.

Russ was quick to embrace the AB Contractor Certification Program along with the Engineering Program and the work he has done with each have been instrumental in creating demand for Allan Block. Since concrete segmental retaining wall systems were relatively new when he started, developing demand was a daunting task, but one he did not shy away from and today the benefits of his work are plentiful. He assists contracting customers with training – in conjunction with the Contractor Certification Program, Russ goes above and beyond by helping individual customers better understand and/or improve estimating, installation and how to make money on each project. He understands how to bring value to his customers and by doing so he has helped build a loyal and stable business now and in the years to come.

We would be remiss if we didn't mention anything about his internal leadership. Listening to him, you can quickly pick up on the fact that he not only cares for external customers, but he places huge value internally as well. He feels it is his job to help the team at Air Vol succeed by setting expectations, providing the platform for them to learn and by simply taking care of and respecting everyone. It has been a great honor to work with you Russ. We look forward to many more successful years and we thank you for everything you have done and for all you continue to do.