

Snapshot of Success

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Irma Thornton
Director of Human Resources
The Duquesne Club



The Duquesne Club

The Duquesne Club was founded in 1873 in Pittsburgh, PA, and has evolved from a fraternity of prominent industrialists into the finest city club in the country. This private membership club consists of 2,600 people who are leaders in business, industry, finance, education, government, medicine and the arts. Members and their guests enjoy a variety of amenities, such as exquisite dining, social events, a world-class health and fitness center, luxurious overnight accommodations, and elegant conference facilities.

With such a large range of events, The Duquesne Club's daily printing needs are quite substantial. For years, The Duquesne Club employed a printer working on a Heidelberg press for all their printing needs. However, when the printer announced his retirement, Irma Thornton, Director of Human Resources, had a dilemma: how

to find someone with the skills to operate the Heidelberg press. The retiring employee suggested that the club look at new technology instead, and recommended RISO. When Irma first saw a RISO two-color digital press, she realized right away this was the solution to their problem.

RISO's two-color V8000 digital press made it easy for the club's new print operators to be up and running quickly. RISO printers are as easy to operate as photocopiers, and offer color printing for a fraction of the cost of other printing methods.

Four years and countless copies later, Thornton was introduced to RISO's HC5500 ComColor™ full color inkjet printer. Thornton states, "The move from the Heidelberg press to the V8000 and now to the HC5500 was fantastic; the HC is fast, clean, reliable and easy to run!" Today, The Duquesne Club uses only an

HC5500 for their printing needs.

Every day, 500 menus are printed for breakfast, lunch, and dinner. Thornton remarks, "Having the HC5500 has helped the club out tremendously. Changes can be made at the last minute—if red snapper is not shipped but it is listed on the dinner menu, we can easily update the menu."

In addition to the daily menus, the HC5500 is used to print club forms, room set up forms, ticket order forms, stationery and envelopes, a monthly calendar, quarterly manager letters, employee newsletters, packets for overnight guests, and signs.

What's up next for The Duquesne Club? Full color menus! "We could print them today on the HC," Thornton remarks, "but we're waiting for the new leather binders to arrive!" With the HC5500, The Duquesne Club is ready to print.