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# Empire State Stone, Inc

Amanda Hatch - President/Owner

my years of experience to advise my clients on which stone will look best with their carpeting, tile, appliances, lighting, etc.

**SM: Empire State Stone is one of the most trusted suppliers, fabricators, and installers of high-quality natural stone in the region. How have you earned such respect and recognition?**

AH: I have been fortunate enough to establish strong relationships with some of the most trusted builders and suppliers in the Capital District. In our business it really comes down to teamwork on all levels and treating the client not merely as a customer but as a partner in the project.

**SM: You offer an extensive sample room where clients can view your products firsthand. How many different samples do you have in stock?**

AH: I would say we have roughly seventy-five to one hundred unique samples on hand at any given time. The goal is to show our clients the spectrum of available colors and variations in the industry.

**SM: What does the typical project entail, start to finish?**

AH: Our process is very consultative in nature and adjusts with the demands of the project. It's not unusual for us to visit the client's home or to work directly with their designer.

**SM: How do you ensure that your employees are educated, professional, and hold client satisfaction in the highest regard?**

AH: Like most things in life, there is an element of trial and error. I have had employees with years of industry experience who have ended up being total disasters, while others have come in with little to no industry history and turned out to be marvelous! The goal is to find the gems and reward their efforts. We have a strong family atmosphere and that resonates through the crew to the client.

**SM: What challenges, if any, have you faced as a woman in this industry?**

AH: As it relates to our builders, once they learn I ran a fabrication shop in Brooklyn, NY they realize I am not afraid to get my hands dirty! HA!

As for our clients, once they realize our sales staff has over thirty years combined experience with natural stone they too feel a bit more comfortable.

**SM: What is your five-year plan for Empire State Stone? What can we expect to see from you in the future?**

AH: We want to continue to expand, potentially with new locations and showrooms to better support our partners. Our long-term goal is to be the gold standard for Capital District retail and wholesale clients alike.

**Success Magazine: How did you get involved in the stone industry? What first sparked your interest?**

Amanda Hatch: Right after college I relocated to Georgia and started looking for a job in sales. By dumb luck I noticed an ad for a position at a small granite provider in downtown Atlanta and said "what the heck!" Now, almost twenty years later, "what the heck" has turned into a very nice career!

**SM: You have over fifteen years' experience in the industry. How does this benefit your clients?**

AH: Granite is usually the focal point of a project, but it has to marry with its surroundings for it to look its best. I use

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