

Haize Lewis and Cory Lewis attend Pal's Institute of Corporate Business Management.

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Pal's has won the Malcolm Baldrige Award and the Tennessee Quality Award twice- both awards that no restaurant has ever won before or since. Pal Barger created the Pal's Institute to "coach" others in the management techniques and business strategy that have worked to put Pal's head and shoulders above their large, national chain competitors in quality, efficiency, and success. Companies from a wide variety of industries and from all over the world have taken advantage of the Pal's Institute- South Korea, Japan, China, Egypt, and most of Europe, and North and South America come to Kingsport year in and year out. "It's absolutely amazing to see how well those guys (Barger and Tom Crosby) know their industry and can take a common sense approach to business in general to drive such success, " said Cory. Haize commented, "Listening to the presentation was invaluable to us. They took a different approach to their industry that has paid off in huge dividends and that's exactly what we're doing with the real estate and construction industries. It was reassuring and great to see the success that they've had by stepping out of the box." Cory added, "Haize and I have discussed that we may need to go back once a week or so for reassurance and new tips. Those guys have 54 years of experience and knowledge to tap."