

Ex- footballer shows the right way to tackle customers

Former Argo, John Malinosky takes care of business at Acton's Tim Hortons

STORY AND PHOTO BY JENNIFER ENRIGHT

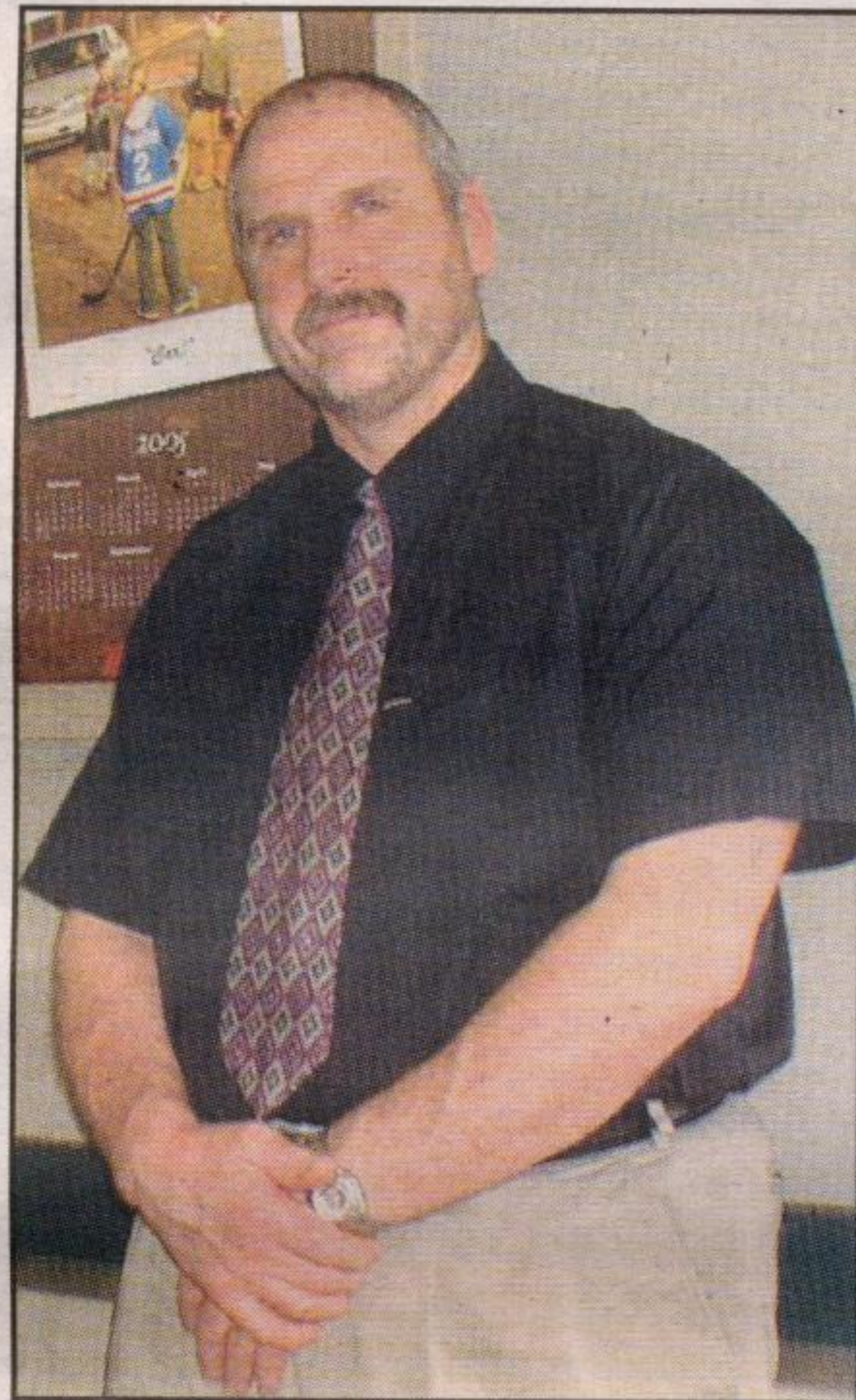
In 1993, Georgetown resident John Malinosky opened Acton's only Tim Hortons at 318 Queen St. His business has enjoyed success over the last 12 years and he says it's a direct result of having great staff and great customers.

For Malinosky, providing good customer service is critical, and along with his staff he likes to get to know his customers. Most days, if you go into Tim Hortons, you'll find him at the front counter assisting people – and that's where he prefers to be. "I like serving customers. I try to get them out of here as fast as I can because they have places to go and things they want to do. They don't want to stand in line at Tim Hortons."

Malinosky wasn't a newcomer to the foodservice business when he first opened his Tim Hortons in the early 1990s, but he credits his former career as a professional athlete for teaching him skills that he's put to good use in business. As an offensive tackle with the CFL, he says he received an education in sports that's served him well. "It (football) keeps you focussed," says Malinosky, who began his career with the Calgary Stampeders and then went on to play for the Winnipeg Blue Bombers, the Toronto Argonauts and finally the Hamilton Tiger Cats. "It keeps you disciplined. You have to learn to be a team player."

Malinosky says he enjoys many aspects of his work, but what gives him the most satisfaction is being able to give back to the community. Tim Hortons has sponsored many local organizations. And each year the Acton Tim Hortons sends two local children to camp through the Tim Hortons Children's Foundation, a non-profit charitable organization that provides camping experiences to economically disadvantaged children. "We're able to give back. And that's one of our ways of showing our appreciation to our customers."

Outside of work, he admits there isn't much time left over for other activities in the community. Tim Hortons is open most days of the year, but since his sons Joshua and Noah are involved with the business, he's able to take time out to assist young athletes. For the last four years, he's been a coach with the Guelph Gryphons, the University of Guelph's football team, and he sees this as yet another way that he can give-back to his community. "When I was growing up somebody took the time to coach me," says Malinosky. "I coach young men. It's just a real nice experience."



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