

Partners

IN BUSINESS AND IN LIFE

by Leah Pinkus



Left: Tonya Turner Carroll and Michael Carroll. Right: Mark and Sue White.
Section Break: Plating a fine meal at The Compound.

While doing some unrelated research, *The Essential Guide* happened to notice that many of its clients are not only longtime partners in life, but are also longtime partners in business. We wondered what they view as the reasons for their enduring success on both fronts. This year's couples all own Santa Fe businesses. Here are their responses.

Tonya Turner and Michael Carroll of Turner Carroll Gallery
(international contemporary fine art)

How many years have you been working together?

We met as art dealers doing theater in 1989, so thirty years — our whole adult lives! We met when we were paired up in a performance-art piece at Duke University, and we've continued as partners in the performance of art every day since. We occupy the same space in which we opened Turner Carroll Gallery in 1991.

Any humorous stories?

Humor and stories are standard operating procedure. Like good theater, our gallery life features excellent comedy. Once, our busy director opened the front door for a collector and welcomed him with her phone greeting: "Turner Carroll Gallery. This is Mary speaking. How may I help you?" A different gallery director greeted a collector walking into the gallery with "Thank you. Have a nice day!"

Why are you successful as business partners?

We complement and clash in the best way. Contrary to all other advice, we never leave it behind at the gallery because looking at art, talking about it and living with it is our passion. Art is a way of life for us, and we love what we do. Art shaped our lives together.

What trait do you most admire about your partner?

Tonya: Michael's astute observations about art and life, our shared zeal for traveling to far-flung places to pursue great art for the gallery, and the erudite historical perspective he brings to our practice.

Michael: Tonya's utter disregard for the conventions of reality.

Mark and Sue White of Mark White Fine Art
(paintings and sculpture)

How many years have you been working together?

Forty-eight years of marriage, and we've been working together most of that time. We met our sophomore year in college, in the library. We have been partners in work and life ever since.

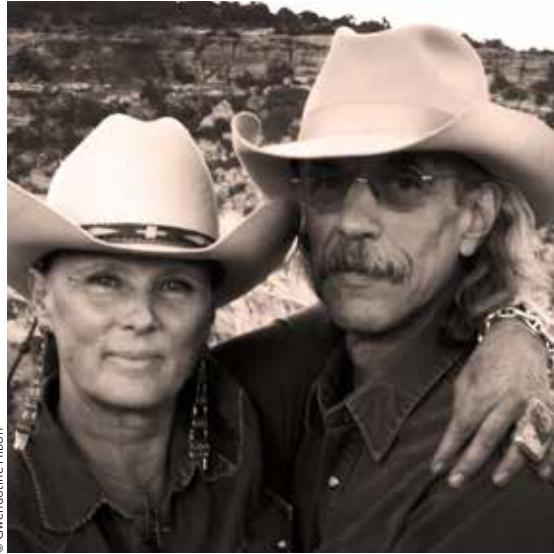
Any humorous stories?

When we first began making kinetic sculptures, we did not have a dedicated studio and did the heat-setting of the color patinas on copper in the kitchen oven on a low setting. One day I was distracted by the children and accidentally set the oven to 500° instead of 200°, resulting in well-done copper blades, but no house damage!

Once we had a large metal kinetic sculpture lift off a penthouse balcony, go sailing and land in a park across the street from the penthouse, in Houston, Texas (an occurrence Mark had not engineered for at the time). He always says his process is a series of experimentations. He continues to learn!

Why are you successful as business partners?

We work well together because we respect each other and enjoy being together. We have worked through so many challenges that we are able to



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compromise and find a solution with which we are both happy, or at least at peace with.

What trait do you most admire about your partner?

Sue: I admire Mark's drive and consistency. He gets up every day and rededicates himself to the project he is currently working on, whether it is sculpture, painting, research, analyzing spreadsheets or solving employee conflicts. Mark has an intense need to be productive in whatever area he spends time.

Mark: I appreciate Sue's attention to budget, business and the bottom line; she tethers me to reality. She has shouldered most of the responsibility for public relations, customer service, building the business

Nathalie and Jim Ardnt.

and raising a family, enabling me to focus on making art. We balance each other and make a good team.

Nathalie and Jim Ardnt of Nathalie
(high-end Western wear and home furnishings)

How many years have you been working together?

Twenty-two years.

Why are you successful as business partners?

Nathalie: Jim helps organize the store and keeps the projects going. He is the hammer-and-nails guy. I keep track of all the details, buying, merchandising and styling the look of Nathalie.

Jim: The store is Nathalie's collection that comes from her heart and from her love for the American West. It is personal.

Karen and Scott Malouf of Malouf on the Plaza
(jewelry, rugs, weavings, fashion and home)

How many years have you been working together?

We've been married thirty-eight years, but we've been working together since 2009 – eleven years now.

What sparked you to want to work together?

Karen: Well, I had my own interior design business. I did both commercial and residential. Scott has always been in retail – his family history is very deep in retail – so we just wanted to have our own store.

Any humorous stories?

Scott: Well, we still love each other.
Karen: And we're still married!

Why are you successful as business partners?

Karen: We don't put business first. We put our relationship first. Scott truly is my best friend, and my husband and my soulmate. That's always going to be the most important thing. We respect the boundaries that we set. If somebody comes to me and wants me to buy something, I always say, "Well, let me get you in touch with Scott." Or if somebody walks in the door and says, "Hey, we want you to do advertising," he'll go, "Well, let me get you in touch with Karen." So, we really respect that. We discuss everything and kind of come up with a mutual decision on how to do things. Because I'm so independent, I don't think I could ever have somebody tell me what to do. And he's learned not to do that. But I think what's been so successful about why we enjoy working together is that we really do collaborate.

Scott: We don't put the business ahead of our core values. We have a great business because we have great values, and we live them. Also, we complement each other. Karen is very much in charge of operational tasks: personnel, marketing. She likes to not really be in the background, but she doesn't like to be front and center, in the public eye, so she performs all the things that keep the store operating smoothly. And then I enjoy the creativity, the merchandising, the interaction with the artists, the selection of fashion, the direction of our Native American art and working with the artists, so it continues to complement. I'm out front with sales and have built thousands of relationships over the fifty years that I've been in retail.



© Rebecca Lowmides

What trait do you most admire about your partner?

Karen: He's smart. I think he's very smart. He spots trends way ahead. And that's why I think he's a very good buyer. He knows his customers and their various economic backgrounds and interests. He's always got people in mind he thinks that would be interested in [an item he is buying].

Scott: Karen's strength is really just her ability to problem solve. We have so many irons in the fire – so much to deal with day to day. And she's a great problem solver: very methodical, very transparent, very fair. She takes the time and energy [to solve them]. And when she hits a roadblock, she doesn't stop there. She persists until it's completed.

Karen and Scott Malouf.



© Adrian Lesong Photography

“That’d be a lot easier on a paddleboard!” Turns out we had grabbed the longboards rather than the paddleboards. Shockingly, it is hard to stand on a longboard without a wave! After our walk of shame back to the house, we finally located the actual paddleboards and fell in love with the sport. Some years later we added them as our first summer rental offering for our former store, Ski Tech. Matt, the new owner, continues to rent paddleboards in the summer, along with other water-sport rentals.

Why are you successful as business partners?

We are successful because we realize both the strengths and limitations within each other. Because of this, we are able to plan and implement within those parameters.

What trait do you most admire about your partner?

Lynsey: One of the first things that made me fall in love with Chip was how smart he is. I am constantly impressed with his ability to obtain and retain information. He’s always joking that I’m the one cracking the whip, but he has such drive and determination, I think it was really us coming together and putting that collective effort into place that has really helped our successes. I love how much Chip has allowed me to mold my work around being a mom in the last few years.

Chip: I admire Lynsey’s drive and determination. While it sometimes results in my head hitting the pillow harder than a pie to the face, it is a monumental reason for where we are today. And she is so compassionate.

Cash, Lynsey and Chip Storm.

Lynsey and Chip Storm of Statements and Allbright & Lockwood
(tile, lighting, baths, kitchens, flooring)

How many years have you been working together?

We are in the midst of our ninth year of working together.

Any humorous stories?

One good story started on our honeymoon almost ten years ago. After spending some time in St. Kitts and Nevis, we went to our family’s home in Jupiter, Florida. They told us to grab the boards and head to the intercoastal waterway and do some paddleboarding, so we did. Having never done it, we were struggling mightily. We realized something was wrong when a passerby on a kayak yelled,

Sharon and Bill Peterson of Frontier Frames
(custom framing)

How many years have you been working together?

We have been working together since the day we were married. As far as in business, we’ve worked together off and on at both personal businesses and for the same large company at one time, but not together. We currently work at Frontier Frames, which we own together. Bill always wanted to have his own company, and Frontier Frames has worked out great for the past twelve years.

Any humorous stories?

When we worked for the same large company back in Washington, D.C., people did not know that we were married. Sharon worked with a contract manager, Ken, for years. Sharon asked Ken one day how he enjoyed lunch with Bill the previous day. Ken did a double take and said, “Bill Peterson? Is he your husband?”

Why are you successful as business partners?

We try to bounce ideas and thoughts off each other when discussing problems, both at work and at home. I think sharing the same values and goals really is important when working together; you both see the end purpose.

What trait do you most admire about your partner?

Bill: Sharon puts up with me.

Sharon: Bill has the bulldog tenacity, and long after I have given up, he is still pursuing the issue, and he is usually successful. He has only been wrong a handful of times. Or have we started counting on the second hand, Bill?

Sharon and Bill Peterson.



© Chip Byrd

Frances and Tom Lovett of Nambe Drugs

(full drug store with compounding pharmacy services, travel vaccinations, immunizations)

How many years have you been working together?

Tom: Frances and I have been working together since 2004. We started after Frances left Sun Healthcare in late 2003. At the time, we owned Medical Center Pharmacy in the Medical Dental Building. Frances took over the hormone consulting and supervising the compounding operation. In 2005, we purchased Fraser Pharmacy on Old Santa Fe Trail. We combined the two pharmacies in 2006 and moved the combined pharmacies to a new location in 2007. We sold that pharmacy in 2008 and purchased Nambe Drugs in 2010. We opened a second Nambe Drugs location in Los Alamos and moved our original pharmacy back to our Fraser



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Pharmacy location on Old Santa Fe Trail. We came full circle.

Frances: Tom forgets. We have been working together since 1997. He was the Western Vice President of Pharmacy Operations, and I was the Vice President of Compliance and Clinical Services. Together we crafted plans and executed the details.

Any humorous stories?

Frances: At Sun Healthcare, we were faced with a particularly difficult operational concern. Tom, banging his head on his desk, lamented, “How does this keep happening?” Frances quickly replied, “It’s just like Hotel California. You can check in anytime you want, but you may never leave!” We both laughed, and we discovered we were ultimate

Tom and Dr. Frances Lovett.

Eagles fans. With humor, we find our way through difficult times.

Tom: After selling the pharmacy in 2008, I tried retirement. Frances had started her independent consulting business, and after six weeks of me hanging around, she strongly suggested that I get a job. I did what I was told.

Frances: Side bar: It was more like three days. I’m just saying . . .

Why are you successful as business partners?

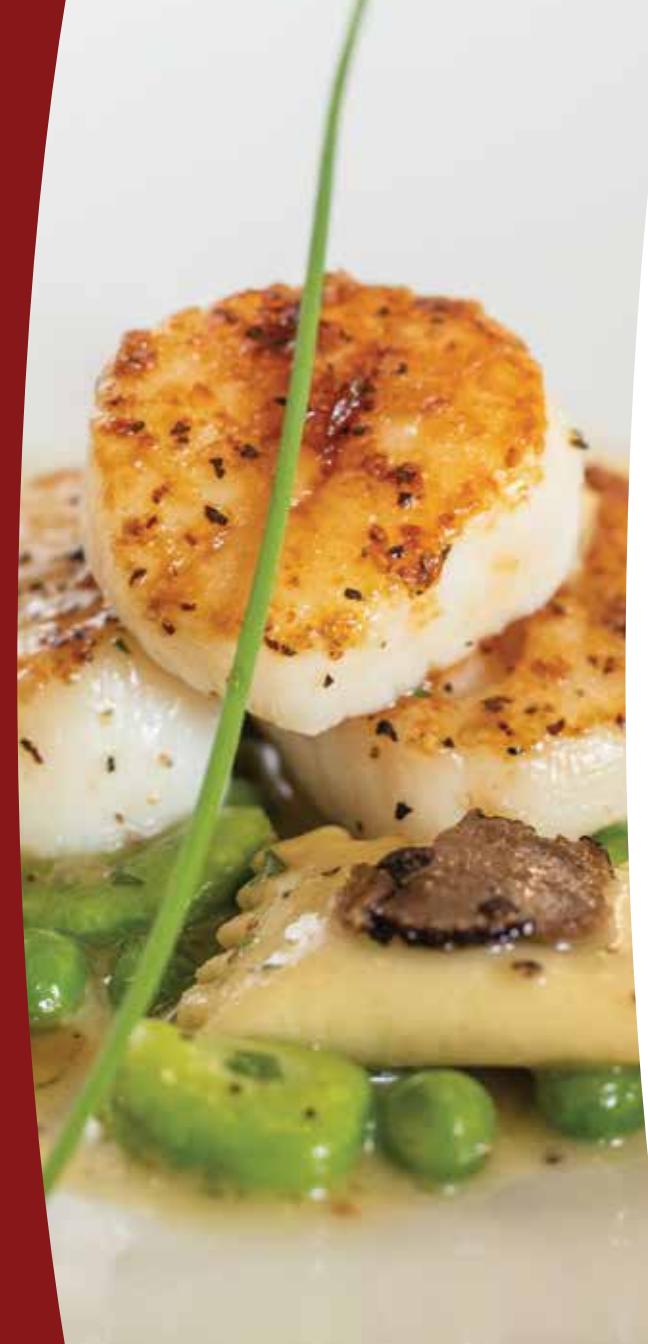
We share ideas, and even though we do not work side by side on a daily basis, we discuss the pharmacy operations daily. Our styles complement each other. Tom sees the big picture. I focus on integration, process improvement and attention to detail. Our motivators remain the same: God, family (including our staff), community and country. Interestingly, we’re a split-party family: one red and one blue. But together, we’re the color purple. It works because there is always common ground.

What trait do you most admire about your partner?

Frances: Tom is a genuine gentleman: kind, educated, self-motivated and dependable. He is a man of his word.

Tom: Frances is the smartest pharmacist I know. She is also the best judge of character when it comes to staffing. ■

Leah Pinkus is a published writer and experienced yoga teacher with a passion for photography. Visit her website, roamingandrecording.com, to follow her travel adventures and learn more about the benefits of yoga and a vegan lifestyle.



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Successful Years Together

It's been said about relationships that getting together is a start, staying together is progress and working together is success. In addition to their years of working together as life partners, the seven couples in the article have a total of 123 years as business partners (as shown in ascending order, below). They undoubtedly share countless memories as well. *The Essential Guide* wishes these valued clients and community members many more successful years together.

- Lynsey and Chip Storm of Statements: 9 years
- Karen and Scott Malouf of Malouf on the Plaza: 11 years
- Sharon and Bill Peterson of Frontier Frames: 12 years
- Nathalie and Jim Ardnt of Nathalie: 22 years
- Frances and Tom Lovett of Nambe Drugs: 23 years
- Tonya Turner and Michael Carroll of Turner Carroll Gallery: 30 years
- Sue and Mark White of Mark White Gallery: 48 years

In addition to the couples featured in the article, we celebrate these outstanding Santa Fe/Taos business and life partners. Their number of years as business partners is listed for each.

- Trish and Chip Byrd of *The Essential Guides*: 14 years
Owners/publishers of *The Essential Guide* publications
- Alicia and Gabriel Abrums of Chimayo Trading Del Norte: 17 years
Owners of a Ranchos de Taos gallery where art and history come together to honor Native American culture
- Barb and Mark Kiffin of The Compound Restaurant: 20 years
Owners of the iconic, fine dining Canyon Road restaurant helmed by the James Beard Award-winning chef, Mark Kiffin
- Dee and Bernie Rusanowski of Saver Bistro: 50 years
Owners of the popular downtown Santa Fe breakfast and lunch spot beloved for the quality fare Bernie and his staff prepare fresh daily



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and a buffet of CREATIVE CUISINE
and DELECTABLE DESSERTS.

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