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pursue residential work, which is the bedrock of the business and helps pay the bills.

"We do residential jobs for as little as \$100 and up to \$10,000. We still polish silverware, fix radiators, upgrade lighting fixtures, restore outdoor furniture," he said.

Defying the conventional wisdom that manufacturing is dying and foreign outsourcing rules in metal polishing, Metal Man Restoration keeps increasing its revenue.

"It's all about customer service," Guglielmo said. "I make sure we meet all customer expectations. If we finish metal for \$100 and the customer isn't happy, we'll redo it until we get it right. In the long run, customer happiness and diversification determine our success."

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