

# MEET Patsy Gono

IAPD recently met with Regal Plastic Supply, Inc. President Patsy Gono about her career in the performance plastics industry.

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Wayne and Patsy Gono of Regal Plastic Supply, Inc.

## What do you do for Regal Plastic Supply, Inc.?

My current job title is president. We are a certified woman-owned business and as such the top position of president has to be a woman. I am the controller and responsible for all the finances of Regal Plastics – Texas group. Wayne (my husband) and I are partners in running our family business. We are the second generation. My father started the Texas Regal Plastics group in 1971. Wayne and I have been running the business for the past 19 years.

## How long have you been with Regal Plastic Supply, Inc.?

I started to work at Regal Plastics in 1977. I was hired in the accounting department and my first job assignment was to collect past dues accounts. That did not last long. Some people take great offense when they are called and told they are past due and need to pay. I was young and inexperienced and when they got mad I cried. So you might say I pretty much failed at collections. I definitely wasn't tough skinned enough. I moved onto other jobs like billing and general accounting. I definitely started at the bottom and worked my way up through all the accounting positions, learning each area of the business.

## Is this your first job in the plastics industry? If not, what jobs have you done in the past and how did you get to where you are today?

Before working in the plastics industry, I worked as a dental assistant. I worked in dentistry for a couple of years. I decided I wanted to be a dental hygienist and even went to Texas Woman's University because they offered a dental hygienist degree. I changed my mind after working for Regal and changed to a business major. It was a much better fit.

## What kind of education/training have you had?

The majority of my training has been hands-on training. I had a lady accountant who mentored me for years. She was one of the most influential people in my business life and taught me more than any college course ever did. She worked alongside me and taught me for about 10 or more years and I credit so much of my knowledge and training to her. Sadly she died a couple of years ago and I miss her so much even today.

## What do you like most about the work you do?

I love what I do. It's not always easy. But then life is not meant to be easy. I have a strong sense of duty to leave a strong legacy. My dad left a strong

legacy to us and I want to do the same for my children who are now the third generation in our family business. That legacy is important to me. I hope that one day there will be a fourth generation continuing on the family business.

What I like most about my job are the people that I work with. We have great people that work hard and they are the reason our business is successful. I also like the challenge of the job. Almost every day I learn something new. I also get a strong sense of accomplishment from working hard and meeting challenges and feeling like I have made a difference in something that matters.

## What has been the most interesting and/or unexpected thing about your job?

I think the most interesting thing about my job is that just when you think you have it figured out then things change. Software is updated and processes change. New technology brings changes and new challenges. New people bring new ideas and new ways of doing things. Hardly anything ever stays the same. Business is always changing and bringing about new challenges. Life is exciting and never dull!

## What would you say to someone who is new to the workforce about the plastics industry?

What I would tell someone new coming into the workforce and in particular the plastics industry is that don't be afraid to start at the bottom and work your way up. Don't become stagnant. Keep learning and keep growing. Surround yourself with people that are smarter than you are. And then learn from them! Plastics is a great business with a great future.

Plastics has been very, very good to me and my family. As far as the future, I want to grow and be better and better each day and each month and each year, not only in business but personally. Sure, it doesn't always work that way. We all make mistakes or make bad judgment calls or decisions that are not the best. You just have to use those to learn and do better with the next challenge. And there will always be a next challenge.