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CONSTRUCTION BUSINESS Review

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FLOORING
SERVICES

EDITION



Nathan Agam,
Chief Operating Officer



Jerry Agam,
CEO and President

CARPET USA

THE TRUSTED PARTNER FOR
ALL THINGS FLOORING

\$15



CARPET USA



The annual listing of 10 companies that are at the forefront of providing Flooring services and impacting the marketplace



We pride ourselves on being one of the largest independent commercial floor covering companies in California, specializing in multifamily, senior living, mixed-use, hospitality, commercial, and industrial properties

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By Robert Mathews

Nestled in a bustling hotspot in Culver City, California, Ivy Station is a highly-anticipated, mixed-use development that is expected to become a vibrant center of life for residents and visitors. Sprawling over 500,000 square feet, it has something to offer for anyone looking to escape from the rush of the city, including a 148-room boutique hotel, contemporary apartment community, stores and restaurants, and state-of-the-art offices. These exciting and inventive spaces feature modern interiors and world-class amenities, buzzing with the city's creative energy.

Amid all the elements of pure elegance, one thing that particularly adds to the aesthetics of the areas is the spectacular flooring and tile work done by Carpet USA, California's leading commercial and contract flooring company.

From installing ceramic tiles in bathrooms and the pool area, luxury vinyl planks in the rooms, to custom carpets in the corridors, Carpet USA covered it all. The company worked on the project with general contractor Bernards Builders and developer LOWE Real Estate.

Since 1974, Carpet USA has completed thousands of small and large-scale projects throughout California, delivering premium services. The company specializes in the specification, sale and installation of a wide range of commercial floor covering products, including carpet, sheet vinyl, VCT, ceramic tile, and engineered and solid wood.

"We pride ourselves on being one of the largest independent commercial floor covering companies in California, specializing in multifamily, senior living, mixed-use, hospitality, commercial, and industrial properties," says



Lien Tien,
Controller



Nathan Agam,
Chief Operating Officer

Jerry Agam,
CEO and President



Mark Walcoff,
Executive Vice President, Sales



Miguel Benitez
Vice President, Operations



Chris Luu
Assistant Controller and
VP Information Technology

Jerry Agam, CEO and President of Carpet USA.

Carpet USA works with some of the nation’s best general contractors and developers. The company holds C-15 and B-1 licenses issued by the California Contractors State License Board, serving as both a flooring and general contractor.

Acing the Flooring Game

Carpet USA has a large team of installers on payroll, all of whom are fine craftsmen trained to get the job done right the first time. Carpet

USA’s team of on-payroll installers, as well as its network of highly skilled subcontractors, is integral to Carpet USA’s flexibility to meet any client requirements on any size and scope of project.

Whatever the specifications, Carpet USA and its team of estimators, expeditors, account executives, foremen and installers go above and beyond to accommodate client needs and execute every project on time, as agreed.

In addition to having expert installers, Carpet USA has a sophisticated and extensive estimating

department. They closely follow the time-tested rule—“measure twice, cut once”—to factor in all details, specifications, and requirements and accurately estimate the cost of a project before preparing a bid.

Once the bid is accepted, Carpet USA’s robust expediting department takes up the charge of ordering the materials and scheduling the labor. An account executive is assigned to ensure that the project moves seamlessly and deal with any change orders or other issues along the way. There is also a senior installer and installation foreman

entrusted with the responsibility of ensuring that the installers follow all technical elements and that everything is up to spec.

To deliver the best quality materials, Carpet USA has built enduring relationships with some of the biggest floor covering manufacturers and distributors in the U.S., including but not limited to Shaw Floors, Mohawk Group, Engineered Floors, and Daltile.

These partnerships have enabled Carpet USA to become a one-stop shop for all flooring needs. Not all flooring contractors can boast of covering the full spectrum of solutions, but Carpet USA has rightfully earned the reputation of a contractor that never disappoints. Whether it's wood, vinyl, carpet, tiles, or almost anything else, the company can install all types of products on floor and walls. This is why Carpet USA is the preferred provider of general contractors, who value being able to hire a single contractor for a project, as well as the competitive prices.

Carpet USA's financial strength and stellar reputation and relationships with its suppliers are also important assets that enable Carpet USA to execute any project seamlessly.

Nathan Agam, Carpet USA's Chief Operating Officer, noted that "At the end of every project, our team makes sure that we have resolved any issues and that our customer is completely satisfied. That's the reason we have retained our customers over the years."

A Legacy Built on Integrity and Team Excellence

Behind Carpet USA's success over the years is an exceptional team that believes in the company's vision. By taking great care of its people, Carpet USA has built a tight-knit team of loyal employees who have been with the company for decades.

Jerry and Nathan take pride in the fact that second and third generations

of families have joined and stay with Carpet USA's team. "Our employees are our most important asset," says Jerry.


During their journey over the years, the team has witnessed the industry evolve and customer needs change. Almost 50 years ago, during the company's initial years, carpet was all the rage. Then came sheet vinyl, engineered wood, and laminates. Carpet USA has always stayed abreast of these developments, while providing in-house training to ensure that the team has in-depth knowledge of installation of the latest products. With LVT, wood and ceramic tile emerging as popular choices over the last decade, the company has trained many of its team members to be experts in their installation.



Carpet USA's account executives, estimators and senior installers also travel extensively and attend trade shows where suppliers demonstrate the latest installation techniques of the newest products. For the Carpet USA team, the mantra is "There is no right way to do the wrong thing," and they do everything in their capacity to adhere to this philosophy on every single project.

Charting a Course to Greater Heights

High-quality services delivered by an incredible team warrant a future filled with exciting new opportunities for Carpet USA. The company has entered an aggressive growth phase and is looking to acquire new customers and undertake many new projects in California. The goal is to strengthen its foothold in California and then make inroads into other states.

With a strong financial backbone to deliver on multi-million-dollar projects and the drive to achieve new milestones while upholding a rich legacy, the sky is the limit for Carpet USA. 

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