



P.O. BOX 49, PIERCETON, IN 46562

The Pierceton Chamber of Commerce is excited to announce the November 2019 Member of the Month winner as Townsends. For more than 40 years, Townsends has operated as a family business. “We each have our own part in the business that we specialize in” stated office manager, Lauren Townsend.

James Townsend started Townsends in 1973. After visiting many local living history events, he used his woodworking skills to create the first Townsends' product, the wooden lantern that is featured on the company logo. Today Townsends is known for the manufacturing and retail of quality reproduction of 18th and early 19th Century clothing and accessories. They serve the living history community, historic sites, museums, and theatrical, motion picture, and television production companies.

The current president, Jon Townsend began the Townsends YouTube channel which currently features over 800 videos. This previous month, Townsends' YouTube channel was honored for having 1 million subscribers and the number has continued to grow. The channel was initially started with the goal to provide a higher level of customer service as Lauren Townsend stated, “Paper instructions are good, but video can be even more helpful in explaining how to use a product.”

Today, viewers have an opportunity to watch a wide range of videos on the channel. New videos are posted on Monday and Friday each week. Videos range from such subject matters as “Building a Dugout Canoe” to “Candied Lime Peel.” Each Friday's video is a live show where Jon answers questions that viewers submit about life in the 18th century. The largest selection of videos remains the wide range of cooking videos from original cookbooks of the 18th century.

Customer service is a high priority to Townsends as many of their products are made in their downtown Pierceton facility specifically for the individual customer. Townsends not only serves local entities such as *Conner Prairie* in Fishers and *The Old Fort* in Fort Wayne, but Dan Townsend, the shipping manager, oversees the shipment of packages all over the United States as well as to international customers in countries such as Australia, New Zealand and all over Europe.

The store front is open Monday through Friday 9am to 5pm. If the front door is locked, simply ring the bell and you will quickly be greeted by a smiling, welcoming face. Townsends can also be contacted via their website at www.townsends.us, by email at questions@townsends.us or by calling 1-800-338-1665. Make sure to follow Townsends on Facebook and subscribe to their YouTube channel!