Business restores family heirlooms while growing their own family history

“Demand for our services continues to grow each year, so the need to expand and hire quality and experienced employees has been a challenge.”

Jacqueline Malinauskas and her husband, Paul, started Furniture Doctors in 1978. It began as a home-based business offering a limited number of restoration services that involved taking small crews to job sites. After gaining outside managerial experience, their daughter, Lisa Freeman, joined the team as shop manager and co-owner.

In 2008, the Furniture Doctors moved to a commercial site and began changing its business model towards clients bringing projects to them. The Idaho SBDC helped them develop structured operating procedures and strategies for expanding business during this transition. They also helped design the Furniture Doctors training program to build expertise for tasks across the entire business.

As their reputation has grown, their team has expanded to 11 people. They feel fortunate to work to restore others’ pieces of family history while growing their own family business.