

Project:

Grand Central Bagel Cafe

Location:

Lancaster, Pennsylvania

Armstrong Flooring:

Natural Creations
with Diamond 10 Technology

Featured skus:

NA161



Grand Central Bagel Cafe, a Spot for the Locals

Natural Creations with Diamond 10® Technology Brings Warmth and Durability to Community Cafe

Every morning before 6 a.m., the “regulars” are calling in breakfast orders and waiting patiently for Grand Central Bagel Café’s doors to open. Some are in and out in just a few minutes after getting what they need to start the day. Others stay for hours, chatting with lifelong friends. Over 20-plus years, quite a loyal following has developed inside the walls of Grand Central Bagel. Changes have come and gone, but it wasn’t until recently that the flooring received its own makeover.

Located in Lancaster, Pennsylvania, Grand Central Bagel is a popular local café serving freshly baked bagels, in addition to a breakfast menu and deli lunch options. The business opened in 1995, and owner Janae Smiley kept the floor she inherited with the building. Two decades and one addition later, Grand Central Bagel was ready for a new floor.

“We were ready for a new look,” Smiley said. “We have 500-600 people walking through here every day, so it gets abused a lot.”

Smiley and store manager Deb Salyards worked with Armstrong Flooring to review samples and talk through the needs for Grand Central Bagel. Smiley and Salyards choose Natural Creations with Diamond 10 Technology in ArborArt, a luxury flooring solution that beautifully mimics the look of hardwood. The flooring met the need to stand up to heavy traffic, and was a welcomed upgrade to the café.

FLOORING DURABLE ENOUGH FOR CAFÉ FOOT TRAFFIC

The look, feel, and experience inside Grand Central Bagel changed overnight — literally. Natural Creations with Diamond 10 Technology installed so easily, the contractor was able to do it after-hours when the café was closed.

Almost immediately, Diamond 10 Technology — which provides industry-leading scratch, scuff, and stain resistance — was put to the test.



“While we were moving the tables back after the floors were just installed, we knocked a table over,” Smiley said. “I was mortified, but there was no mark, no scratch, no nothing on the floor. That was great, that was the proof in the pudding that it’s everything Armstrong is claiming it to be.”

The new flooring paid immediate dividends beyond the table accident. Daily cleaning was noticeably simpler, and safer as well.

“Our old floor was slippery when it was wet,” Salyards said. “This new flooring makes it easy to clean up spills right away, and it’s safer for us to mop.”

YEARS LATER, NATURAL CREATIONS WITH DIAMOND 10 TECHNOLOGY CONTINUES TO SHINE

Several years after the original install, Natural Creations with Diamond 10 Technology continues to reliably serve customers and employees of Grand Central Bagel. Despite hundreds of thousands of customers walking through the door since the installation, and the inevitable spills that come with a foodservice business, the flooring only requires a simple mopping to bring back the same appearance as the day it was installed.

“We work in here every day, and we can’t notice a difference from the day it was installed,” Salyards said. “Even in winter, with all the wet boots and the ice melt from the sidewalks, that all gets cleaned up with a simple mopping.”

“Our old floor left black shoe marks or scuffs from sliding chairs,” Salyards said. “All this time later, we don’t have one instance of that. You can’t tell where things set from one day to the next. We have college student-athletes who come in with their cleats, guys with work boots — it’s never left a mark.”

The easy cleanup has resulted in using less detergent, and cleans up in half the time compared to the previous floor.

It all adds up to the right choice for Grand Central Bagel.

“If I was to open another store we would choose the same flooring,” Salyards said. “It’s met all of our expectations, to be attractive, durable, and clean up well. I would put this in my home, it’s that good.”

Natural Creations with Diamond 10 Technology

- The most scratch, stain and scuff resistant luxury flooring in the industry
- Easy maintenance and installation – less cleaning time and disruption
- Ability to create unique designs and patterns through broad palette of coordinated colors
- 20-Year Limited Commercial Warranty

