Wexford Jewelers Releases Behind the Bench Feature on Workshop Operations

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CADILLAC, MI - March 30, 2026 -
Wexford Jewelers has published a new blog post titled Behind the Bench, which provides a detailed look at the daily activities in its workshop. The post, dated March 5, 2026, describes the processes involved in jewelry repairs, restorations, custom designs, and production. This feature highlights the team of bench jewelers who manage these operations on a regular basis.

The workshop, known internally as the shop, serves as the location where rings are polished, resized while customers wait, and inspected for free. Gemstones are set in various pieces, and heirlooms receive restoration work. Additional tasks include engraving photographs onto keepsake tags, creating new rings from old stones, and transforming rings into memorial pendants. The post outlines steps such as casting, molding, injecting wax, pre-finishing castings, laser engraving, finishing, rhodium plating, and advanced diamond setting. These activities occur daily as part of the store's standard procedures.

The team consists of several members with specialized roles. Emily Nichols, Co-Owner and master bench jeweler, oversees shop operations and performs delicate gemstone settings as well as complex repairs. She grew up in the business under the guidance of founder Angelo Roncari. Jason Nichols handles casting,

molding, injecting, pre-finishing, and laser engraving. Eugene, a bench jeweler since 2011, manages repairs, restorations, sizing, re-tipping, and gemstone setting after graduating from the Texas Institute of Jewelry Technology. Alex, also known as Ginger, focuses on finishing, gemstone setting, and rhodium plating for both in-house collections and client projects following attendance at Drouhard National Jewelry School.

The post emphasizes the collaborative nature of the work, where every resized ring, set stone, and restored heirloom passes through the hands of this group. Examples of completed projects include refurbishing great-grandmother's wedding rings, sizing rings on the same day, and crafting mother?s rings to mark family events. Custom work incorporates rare specialty cut diamonds or gemstones into one-of-a-kind pieces, such as a 14K rose gold multi-gemstone ring featuring garnet, peridot, opal, and aquamarine. Other items mentioned are a 14K yellow gold rubellite garnet diamond pendant and a multi-gemstone mosaic necklace.

Repair services address a range of needs, from basic cleaning and inspection to full restorations. The post notes instances of converting loved ones' rings into heart-shaped memorial pendants. Custom design services allow for the creation of new items based on client specifications, including the use of existing stones in updated settings. These capabilities support various client requests without frequent use of negative responses.

Gift cards and the WJ Insider program provide additional avenues for engagement with services. The post connects these workshop activities to the broader selection of fine jewelry available in the showroom.

Emily Nichols, Co-Owner of Wexford Jewelers, commented on the team's approach. "The workshop handles repairs, restorations, and custom designs through daily collaboration among the bench jewelers," Nichols said.

Julie Terwilliger, Co-Owner, added context about operations. "The processes described reflect the consistent application of skills developed over years in the trade," Terwilliger said.

The blog post forms part of a series that explores aspects of the jewelry business. It is accessible through the store's online resources. This release occurs as the business continues its established practices in the field.

Wexford Jewelers, a provider of custom jewelry in Cadillac, MI, has operated for three decades with a focus on fine jewelry. The enterprise has appeared in local evaluations over multiple years.

Community involvement includes support for area initiatives. Customer accounts frequently reference the handling of personal items through workshop services.

Production methods integrate various techniques for both custom and standard items. The workshop's output

contributes to the store's inventory of rings, necklaces, pendants, and earrings.

Design elements vary based on client input, incorporating different metals and stones. This approach accommodates a spectrum of needs for daily use or special events.

Wexford Jewelers employs laboratory and traditional methods across its offerings. The combination supports a range of fine jewelry categories.

Additional inventory includes pieces with precious stones such as sapphires or emeralds. These items supplement the custom selections.

Feedback from customers often addresses the treatment of sentimental jewelry through repairs and designs. Such input informs ongoing workshop activities.

The Behind the Bench feature illustrates responses to common client inquiries in the jewelry sector. The store maintains these services within its operational framework.

Other elements of the business involve consultations to determine material and design choices. This step precedes the execution of custom or repair work.

Historical interactions show the progression of techniques used in the workshop. Initial modifications have evolved into more intricate processes over time.

The store also offers ready-made items that can undergo custom alterations. This method combines existing stock with personalized adjustments.

Staff development emphasizes material knowledge and technical proficiency. These efforts support the completion of workshop tasks.

The publication builds on the store's framework by sharing internal details. Observations from past client interactions guide the content.

Wexford Jewelers remains active in fine jewelry, combining design and maintenance services. The business holds its position in the region.

Founded 30 years ago, Wexford Jewelers specializes in fine jewelry, custom creations, and repair services. The operation assists customers in acquiring pieces for different occasions.

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Wexford Jewelers

Welcome to Wexford Jewelers, a family of artists & jewelers where unique items are handcrafted in our Northern Michigan foundry! Jewelry and art have been a passion in our family for as long as we can remember.

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