

Travis Thompson **Climatech of Professional Air**

Pensacola, Florida • 13 Employees • 38 Years in Business • \$1.3M Annual Revenue • Brand Sold: American Standard

Why did you decide to select Contractor University and the Business Accelerator Program as one of your growth benefit selections?

I grew up in this business and if you put an air conditioning system or a customer in front of me, I can handle that and I'm good at it. Running a business however is something that I've always had to make myself do and I don't always know the right answer. In the HVAC world, if I don't know the right answer there's people that do know that I can lean on. When you run a business that's not the case as anyone you meet is usually your competition. I felt it was the right thing to do for our company to have somebody looking over my shoulder that I could rely on to give me advice as a business leader.

How has your overall experience been with Contractor University since you've joined?

It's been good. Everybody has been very professional. Contractor University has so much material out there that we have access to that it's unreal. There is really nothing that you could dream of that you might need that Contractor University doesn't already provide. I just have to take the time to get a file that you've already made, put my wording and logo on it and I'm done. I've never felt like anybody has tried to coax me into doing anything, they are simply there to give advice.

What elements of the Contractor University platform have you found most helpful and what portions have you utilized the most?

I believe the video series have done really well for me. I can listen to them when I'm at work or on the road because it's hard to find the time to do that for myself. The Word documents and files are incredible and I hope to utilize them more this offseason.

What have you been able to improve in your business as a result of the Contractor University platform?

I believe it would be putting some practices in place or having a systematic approach to different problems that, in the past, we would've just dealt with them one at a time and tried to figure out what to do with each one. Now we have a system in place so that when something happens we know what to do.

What type of financial impact would you say the Contractor University platform has made on your business?

There's definitely been a sales increase, I'd say about \$200-\$300K more than last year. That's something that we've been looking at, trying to follow our profitability, and should be working at well. We've also increased our sales and our practices we do inside have actually made us more profitable. It just cleans up a lot of the slack and a lot of the down time we had before. A lot of the changes we've made have helped us be more efficient with our time, which lets us be more profitable.

How would you compare the Contractor University platform to other business training programs you have used/experienced in the past?

I would say that it is a lot more friendly. Between the staff and the resources, it's been so much more friendly and tailored for my business. I have been involved with other programs before and it almost felt cookie-cutter – there was one way to do something and that's it. That doesn't work for everybody, every business is different, and it didn't work well for me. With Contractor University, it's been open discussions, open ended options and an open platform which lets me get something that is tailored to what my company needs.

