











5 PLUMBING CONTRACTORS SHARE THEIR STORIES

The contracting world can be tough. It's not often others in your trade are willing to offer advice, let alone actually sit down and talk about their experience, such as, what's working and what's not. Whether that's because they view you as their competition, or perhaps like most contractors, they're too busy worrying and working—just trying to get through the day—to think about networking and bettering other plumbing businesses.

THAT'S WHY LEARNING FROM CONTRACTORS— JUST LIKE YOU—IS SO IMPORTANT!

STORY OF A PLUMBER EXPERIENCING DRAMATIC GROWTH - PAGE 4

Mike and Brenda Counsil Have Seen Their Business Grow 700% Since Joining SGI at an Incredible Profit Margin!

STORY OF A PLUMBER DOMINATING HIS MARKET - PAGE 6

Raul Rodriguez Became One of the Largest Residential Contractors in LA with Revenues Exceeding \$20 Million Part Due to the Winning Edge They Found with SGI.

STORY OF A PLUMBER FINALLY ABLE TO GET OUT OF THE TRUCK - PAGE 8

Mike Moffett Was Running Himself Ragged, Losing Money on \$850K in Sales. Today, that Business Generated \$3.2 Million—Highly Profitably—and He's in the Office Working On the Business, Not In It!

STORY OF A PLUMBER MAKING REAL PROFITS - PAGE 10

Devastated by the Recession & an Employee Embezzling Hundreds of Thousands of Dollars, Chris and Christina Carter Have Grown Their Business by 30% Every Year Since 2012 to Pay Off Huge Debts and Save Their Business!

STORY OF A PLUMBER ENJOYING FREEDOM OF TIME - PAGE 12

Mike and Mary Ellen Meares Are Enjoying Living Life at Their Own Pace After Building a \$6 Million Residential Division!

You'll learn more about each of these contractors' stories in a bit. While they are all different, they all share one common bond—all five contractors discovered how to be successful by implementing SGI's proven system for Plumbing Companies.



You Don't Have to Be Alone—SGI Is Owned by Contractors Looking to Help Contractors!

Everyone has a unique story of how they landed in the trade. Maybe you were born into it? Maybe it was your first job after school? Maybe you saw a big opportunity and jumped feet first? Ultimately, you decided you could do this on your own—only, running a business alone is difficult.

Success Group International (SGI) was founded over 20 years ago by contractors just like you. Today, it is owned and operated by several of the largest and most profitable contractors in all of North America, generating revenues into the hundreds of millions of dollars. Yes, it really is a group for contractors owned by contractors.

SGI's leaders value having company cultures where their employees LOVE coming to work each and every day. Each of these contractors have won multiple "Best Place to Work" awards. Needless to say, happy employees lead to happy customers—SGI's owners are among the most 5-star reviewed contracting companies in the industry. Collectively, they have 11,942 Google Reviews with an average rating collectively of 4.8/5 stars. That's a lot of happy homeowners.

Let's see how five Plumbers' Success International (PSI) members started with the organization, utilized our resources, networked with our membership, and have finally built the business they always wanted!

STORY OF DRAMATIC GROWTH

Bay Area Contractor Sees Highly Profitable 700% Growth Since Joining SGI

Owners Mike & Brenda Counsil Work Today, Not Because They Have To. They Work Because They Love Their Business—& They Love How It's Changed the Lives of Their Employees

Mike Counsil was an established general contractor, but as his career progressed his impression of his field began to sour. Mike started looking for a new way to make a living and ended up getting back to his roots new construction work.

Looking for a way to enhance his new business, Mike discovered the value of service work. It was so much different from construction—and exciting. But the systems he implemented weren't quite complete. Years later Mike Counsil Plumbing was bankrupt. Making matters worse, people he trusted were taking advantage of him and the company.

From 2002 to 2005, Mike dug out of over \$1 million in debt. It was a grind that motivated more change. He wanted to finally have a company that made money—and it was a place where he wanted to be. It would be his new focus.

The first change needed was to eliminate bad seeds and bring in good people. Patty Loza, who has since risen to general manager, was hired on as a CSR (customer service representative). She started her training with SGI's Call Taker Training. Through SGI, Mike realized the importance of working with the right people if he wanted



his business to grow. He attended special sessions during Expo led by SGI's President, Rebecca Cassel, called Building Culture in Your Company. He recognized the improvements he needed to make in himself to lead the company to success.

More changes came. They transformed how everyone would communicate. They would have an open, constructive dialogue. Mike brought in a communications expert to assist with the transformation. And they now have an open-door policy and twice-a-week training sessions. A willingness to communicate has also helped avoid lingering problems or inefficiencies at Mike Counsil Plumbing. The approach to communication has made its way into the planning process at the company as well. Every month, management and the field team gather for strategic planning. And even though the trucks bear his name, Mike doesn't dictate the annual plan—he simply sets goals and a budget.

A Group Effort

The well-being of his employees has also become a priority. Happy employees benefit the bottom line, as well as provide a great atmosphere. In turn, Mike has become a much more discerning hirer. As with everything else, the process involves input from several people and departments.

Using the principles taught with SGI's Blue Chip Recruiting, the evaluation of an applicant starts the minute they walk in the door. The call center observes and notes certain characteristics. That first impression is very important because that's often the same impression a homeowner gets. There are several interviews with the operations manager, field managers, trainers, and eventually Mike.

The Sales Force

Mike has always gravitated to making sure his team was trained well. Through SGI's branch of training, Learning Alliance, he has been able to make it a priority because they cover it all. The move has helped close jobs big and small at a higher rate. Having a talented salesperson who can properly communicate value has made Mike Counsil Plumbing more competitive.

Operationally, call-taking has been separated from dispatching. In order to give themselves the best chance to close, dispatching responsibilities have even been given to the lead salesperson and field manager. Another new practice that's helped boost sales is the Whole-Home Inspection Checklist, provided by PSI. "We'll do an inspection in every home," Mike said. "It's proven wildly successful for us."

An Extra Push

These changes and many more have happened since Mike Counsil Plumbing started with SGI since 2010. The investment of time and resources has built one of the largest and most successful and respected residential-contracting businesses in the Bay Area. "When we started with SGI, our sales jumped immediately from \$2.3 Million to \$3.2 Million in just six months. We did \$5 Million the next year at 15% net. Today, we generate over \$14M a year. SGI has helped show us the way," Mike said.

WE'VE DONE SO WELL BEING A MEMBER OF SGI, THAT MY WIFE, BRENDA, AND I DON'T NEED TO WORK ANYMORE. WE RUN THE BUSINESS BECAUSE IT'S FUN NOW. WE GET TO HELP OUR CUSTOMERS—AND OUR EMPLOYEES. OUR EMPLOYEES MAKE MORE MONEY TODAY THAN I DID FOR MANY YEARS RUNNING MY OWN BUSINESS. IT'S CHANGING THEIR LIVES. THAT PROVIDES YOU SUCH AN INDESCRIBABLE, REWARDING FEELING. I ENCOURAGE ANYONE LOOKING FOR THAT EXTRA PUSH TO BECOME A GREAT COMPANY—OR SOMEONE WHO'S TRULY STRUGGLING—TO BECOME A PART OF SGI.

-MIKE COUNSIL

STORY OF MARKET DOMINATION

How Raul Rodriguez Became One of the Largest Residential Contractors in His Market

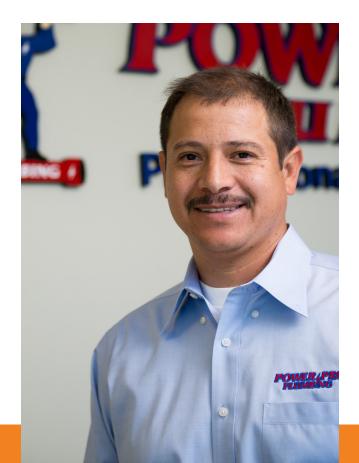
Power Pro Plumbing's Revenue Has Pushed Beyond \$20 Million in Part Due to the Winning Edge They Found with SGI.

"When I try to do something that I have set in my head—a vision—I go after it. I don't see anything else. It almost always turns out how I imagined it," he said. "That's why I always just go after what I want."

Those are the words of Raul Rodriguez, owner of Power Pro Plumbing. He started the business in 2002 with nothing but a grand vision. He's since fulfilled that vision, as the company has grown into a \$20 Million operation with multiple locations throughout Southern California.

Raul had a background in residential service plumbing. He knew the importance of uniforms, wrapped trucks, and standing behind his products and service. These were core elements of his business since day one, and were only amplified after joining SGI.

In 2010, while searching for a new third-party financing institution, he stumbled upon Success Group International. The only way to access this deal on financing was to join the group. Raul quickly realized, the financing options through the SGI Partner Network, were just one nugget in a gold mine of other essential systems and processes that came with his membership.



Improved Understanding of the Numbers

With SGI, he gained access to its Key Performance Indicators, which allow him to measure his business' numbers against the industry standard. "We became more accountable knowing the industry standards."

Constant Training

Power Pro has formal training at least once, if not twice, a week. Raul believes in constant communication with his field team, always having a pulse on what's going on and helping his techs improve every day. SGI's All-Star Weekly Training options through Learning Alliance makes this cornerstone of his business easy to implement.

Hire Good People & Train Them

Power Pro will hire people with the right personality from outside of the plumbing trade and teach them the business. Roughly 20 percent of his techs never worked in plumbing previously. SGI's comprehensive Technician Onboarding Program has been massively well-received not only by the new hires but to the managers in charge of bringing a new person on. Retention of talented team members starts the minute they are hired.

Always Self-Evaluate

Raul meets with his management team at least once or twice a month to evaluate goals and challenges. He believes improvements cannot be made if everyone isn't on the same page and working together.

Offer Carefully Constructed Extended Hours

Power Pro doesn't offer 24-hour service. It stops offering appointments after 10 pm. He staggers his techs' shifts to meet that demand. He's always tinkering with how many techs to have on each shift to maximize dollars while not burning out his team.

A SMALL COMPANIES' BIGGEST PROBLEM IS THEY DON'T BELIEVE IN THEMSELVES. I'VE ALWAYS BEEN THE OPPOSITE. IF YOU WANT TO BE SUCCESSFUL, JUST ADJUST YOUR MENTALITY, WORK HARD, FOLLOW THE SYSTEM, AND GOOD THINGS WILL HAPPEN. OUR MEMBERSHIP WITH SGI HAS ONLY MAGNIFIED OUR SUCCESS.

-RAUL RODRIGUEZ

SGI has provided Raul another winning tool in his entrepreneurial toolbox. But it's been his "no-fear" mentality that's lead to his success. "Most people have the mentality that, 'I'm not willing to do this or step beyond my comfort level,'" Sherri explained. "That's not how Raul operates. When he is determined to do something, he doesn't mind taking the risk. In his mind, it's not even a risk because he knows he's going to make it work. He's fearless."

STORY OF FINALLY BEING ABLE TO GET OUT OF THE TRUCK

From Running Ragged & Losing Money Every Year to Running a Highly Profitable Plumbing Operation

Mike Moffett Has Grown Tom Moffett Plumbing from \$850K to a Highly Profitable \$3.2 Million while Removing Himself from the Field—Now, He Works ON the Business Not IN the Business

Painted on a wall inside the offices of Tom Moffett Plumbing, in Anaheim, California, is a simple phrase: "For the Benefit of Every Client." Owner Mike Moffett explained: "It's our responsibility to take care of every client. The only way to do that is present everything possible that could benefit them. That's what doing your best for the client is. All of that other stuff—the average tickets and big sales—happens on its own."

The large tickets certainly happen. The company's average ticket increased by \$726 this past year. Not long ago, that seemed nearly impossible. Although making customers happy has always been an aim for Tom Moffett Plumbing, it wasn't always the primary target...staying in business was.

Mike's father Tom started the business, and Mike took over as owner/operator in 1997. The company had several trucks and was generating upwards of \$850K in revenue, but it was losing money. Even worse, Mike was working nonstop. Looking for a change, he attended an SGI Profit Day and joined. He immediately went to work, making changes, which included:



Change Your People or Change Your People

After attending SGI's Executive Perspective for all new members, Mike quickly realized he didn't have the right team. Several techs unwilling to change and adapt to the new systems and processes had to go. At the time this took Tom Moffett plumbing from five trucks down to three. Mike also removed himself from the field so he could focus on growing the business.

Increase Your Prices

Having a network of contractors to talk to, Mike came to realize he wasn't charging nearly enough

to make his business profitable. He was charging enough to make ends meet. He steadily began increasing his pricing. Now, he uses SGI's patented StraightForward Pricing book and he also implemented a service fee. Low and behold, service fees are well-received when call takers are trained on the presentation. All of that was covered in SGI's Call-Taker training course through Learning Alliance.

Improve Your Scheduling

In the old days, Mike would give each tech six calls; then, he'd give them three or four more in the afternoon. Each tech felt rushed. Understanding the strategies taught through SGI's Dispatching for Profits Program, his techs now get one job at a time. They're trained to slow down. One tech will never go on more than four calls in one day.

Tech Development Dictates Growth, Not Call Volume

Tom Moffett Plumbing has four apprentices that ride with Mike's eight trucks. Only when one has proven himself ready will Mike give him a truck. Not sooner. The process may take a year, and Mike is just fine with that.

Train Every Day

Tom Moffett Plumbing trains every day—usually just 30-45 minutes. The topics they cover and what they discuss radically changes to keep it fresh. Learning Alliance even offers online weekly training which provides options for his team.

Market Aggressively on Radio

Mike spends 12% to 14% of company revenue on advertising with much of that going to a Christian radio station. "Being on a Christian station wasn't my goal, but it was what best fit my market share and demographics." The station has proven huge in generating new leads for the business.

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NOW, WHEN I LOOK AT WHAT THIS COMPANY HAS BECOME, I'M SO VERY, VERY HAPPY WITH MY LIFE NOW. I HAVE A COMPANY THAT I CREATED THAT I'M SO VERY PROUD OF. AND I'M SO THANKFUL FOR THE GREAT TEAM WE HAVE THAT'S HELPED ME REACH THIS POINT.

-MIKE MOFFETT, TOM MOFFETT PLUMBING

Tom Moffett Plumbing is enjoying more success than ever. It's first year after implementing the SGI system, with fewer techs, it jumped from \$850K in sales to \$1.5 Million. It's continued to grow at least 15% each year, to \$3.2 Million, at a strong profit margin. There seems to be many more accomplished goals in the future of this well-operated company.

STORY OF EARNING REAL PROFITS/MONEY

From Devastated by the Recession & an Employee Embezzling Hundreds of Thousands of Dollars to Saving Their Business

Chris & Christina Carter Have Been Able to Profitably Grow Their Business by 30% Every Year Since 2012 to Pay Off Huge Debts

"Once we hit a million dollars, I thought we'd won the lottery. That was my goal when I opened. Just two years later, we hit two million. I'm going to be honest when I say I'm not sure how large we want to be. But I know this. I'm a family man. I don't want to say in 10 years I wish I would have spent more time with them instead of working." Chris paused, "I love what I do, but I keep what's really important in perspective."

Chris Carter along with his wife Christina own and operate Carter Quality Plumbing. While business may be very good today, only five years ago, the couple questioned how they'd keep their doors open.

The Carters joined SGI in 2008, during which time the entire country was affected by a recession. Making matters much worse, their office manager embezzled hundreds of thousands of dollars. With the help of SGI, Chris and Christina refused to quit. Instead, they went to work implementing systems and processes they knew could help pull them out of their current situation of barely surviving, and back into thriving. Here's what they did.

Take Advantage of Every Call

Christina took every single phone call that came into the company, ensuring everyone who could be booked, was indeed booked. She learned the best practices of call taking and the importance of scripting



from SGI's Call Taker Training. At the same time, Chris jumped into the field and worked every call possible. From just September until December, which followed the fallout, he and another tech generated \$650K in revenue.

Carefully Grow Your Team

The Carters' today are focused on growing. To get hired, someone must vouch for you. Even then, it's not guaranteed you'll get a position. "We're very selective, even when looking for helpers," Christina said. "Being a hard worker and showing up on time isn't enough. If they can't talk to a homeowner or struggle with customer service, it won't work."

Create a Tech-Development Process

Many of Carter Quality's techs started as apprentices. They learned the trade and business from Chris and Christina. Even after being hired, they must survive a two-week probationary period. Only if their senior techs approve can they become a full-time apprentice. That apprenticeship can last a year or longer.

Meet Every Day

Chris insists his entire field team meets every day. These huddles are never more than 30 minutes. They'll have communications or sales training. Often, it's just talking about experiences in the field. But they always make time to go over numbers.

Give Ownership to Your Team

Chris and Christina emphasize to their team that it's not just their business, it's everyone's. They ask their senior level techs to take leadership roles. "That way they feel ownership," Chris said. "It makes our family atmosphere that much stronger."

WE'RE ABOUT LIFTING PEOPLE UP HERE. WE TAKE AN INTEREST IN OUR PEOPLES' LIVES. THIS ISN'T JUST ABOUT ME TRYING TO SUPPORT MY FAMILY IT'S ABOUT ALL OF US, WORKING AS A TEAM, TO SUPPORT ALL OF OUR FAMILIES. THAT'S REALLY HOW I FEEL.

-CHRIS CARTER, CARTER QUALITY PLUMBING

The many changes Chris and Christina have made in the last five years have created some incredible returns. In less than five years, they've paid off the hundreds of thousands of dollars they owed due to the recession and embezzlement. They've managed to do it by growing top line by 30% every year since 2012. And that's only the beginning for this enterprising, young couple.

STORY OF CLAIMING FREEDOM OF TIME

Mike & Mary Ellen Meares Are Enjoying Living Life at Their Own Pace After Building a \$6 Million Residential Division

Meares Plumbing Survived Heavy Blows Dealt by the Recession & Was Made Stronger By Being Open to Change & Working Smart, Not Just Hard

"It's another day in paradise!" Ask Mike Meares how he's doing, and that's the answer you'll be given. Why wouldn't he be ecstatic? Along with his wife Mary Ellen, he's built the highly successful Meares Plumbing and works with their son, Travis, and daughter, Janine. And now, Mike and Mary Ellen are enjoying their success, keeping their own schedule, working whenever they want. Not because they have to, but because they want to.

In 2008, times were tough. The recession crippled the company, which was almost exclusively into new construction and commercial service. They had to cut back from 70 employees to 25.

The entire family was looking for answers. Travis recommended going to an SGI Profit Day. "It was like 10 years were taken off your learning curve. Everything made so much sense," Mike said. "It was the kick in the butt I needed." Here are the changes the family made:



Start a Service Division

Previously, the family had only dabbled in service. Truthfully, the work frustrated them. With SGI, they had the direction needed to succeed in it: They implemented service fees and started using the DMER (Daily Management Essentials Report). Calltakers also began using scripts. The biggest change was by far, adopting the StraightForward Pricing® Guide.

Home Grow Technicians

Initially, the Meares' struggled to find the right techs. Their new-construction guys couldn't transition. They've elected to hire people with little to no technical experience and train them properly. "We know it's an investment," Travis said. "But it's a worthwhile one."

Make Training a Priority

Virtually every member of the Meares' family and team has traveled to experience some type of SGI training. Training is an active part of what they do in the office—every department trains weekly, at a minimum. They even built out their own training room in their offices.

Create Accountability

Throughout their training room, you can find Meares Plumbing Scoreboards. Black numbers are good—red numbers are not. Every week, during training, they openly discuss who's doing well and who's struggling, even asking those struggling what they could do differently. It seems direct, but it works. "You should see their numbers spike the very next week," Travis said.

Work on Creating Culture

The Meares' understand successful businesses thrive because people enjoy their workplace. It has a culture. At Meares Plumbing, they work on building a culture. Each employee is taken out to lunch on his/ her birthday. They have family events throughout the year. And they've begun having Meares Plumbing Summits—daylong events where the entire company converges for motivational speeches, discussions, and bonding.

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WHEN YOU'RE SO OPEN WITH YOUR PEOPLE, YOU GET THEIR ATTENTION. I WANT THEM TO FEEL EVERY BIT ENGAGED IN THEIR FUTURE WITH MEARES PLUMBING. IT'S UP TO THEM TO TAKE TO DECIDE HOW THIS COMPANY GOES ON. THEY'RE THE REASON FOR OUR SUCCESS. PERIOD. NOTHING WE DO IS POSSIBLE WITHOUT THEM. I DIDN'T REALIZE HOW IMPORTANT THE VALUE OF CULTURE WAS UNTIL JOINING SGI.

-MIKE MEARES, MEARES PLUMBING

Since the moment they joined SGI, the Meares' have built a \$6 Million residentialservice division that is highly profitable. Travis and Janine have taken over running much of the business. Mike and Mary Ellen have plenty of time to enjoy their oceanside home, boats, and other watercraft. Indeed, every day is paradise.

It's YOUR Turn to Become a Success Story!

Contractors at every different level of business have implemented the Success Group International system over the years. Some were contractors that were doing very well but wanted to build tangible personal wealth. Others were doing okay but knew they could do better. And then there are some contractors that were drowning in debt and were looking for a lifeline to pull themselves out.

Over the years, we've seen all types of Plumbing contractors looking to get a little something different from what SGI has to offer. They have all experienced success when implementing the SGI program.

You can share in this success!

- These systems work for 1 or 2 truck companies as well as companies with over 150 trucks. It's up to you how big you want to be!
- You can have the freedom to enjoy a vacation whenever you like without the worries of what happens to your business when you leave.
- You could turn your company into a multi-million-dollar empire.
- You could build a company to sell for millions one day. Really, it's all possible.

THE FIRST STEP IN JOINING IN SUCCESS, IS ATTENDING A PROFIT DAY NEAR YOU.

At Profit Day, you'll get a sampling of the system. You'll see how the system works, and you'll know if it's for you. We know your time is your greatest commodity. In exchange for your valuable time, you will listen to and gain information that few contractors have the opportunity to discover!

SGI is comprised of over 1,000 contracting companies across North America. We are hands down the largest group of our kind in the world, and there's a reason for that—*we get results for our members.*

Call **866-344-0789** to talk to one of our Business Consultants about the upcoming Profit Days we have scheduled across the US and Canada. We can promise you this...you'll walk away with at least ONE idea that will make you drastically more money the next day.

You don't have to take our word for it. We have **video testimonials** from new members after attending the same Profit Day we're inviting you to attend, which highlight success stories just like the ones you've read here.

The information revealed at Profit Day will make you think differently about your business. You'll see how strong your company could become, how much money you could be making, how much freedom of time you could enjoy. Ultimately, you'll know how much the life of your family and your team could change.

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THE VAST AMOUNT OF INFORMATION THAT YOU RECEIVE AT PROFIT DAY WOULD TAKE YOU YEARS, IF NOT DECADES IF YOU WERE OUT THERE RUNNING YOUR COMPANY, LEARNING IT YOURSELF. I WAS BLOWN AWAY BY THE BUSINESS MODEL.

-JUSTIN SMITH, AUBURN, NEW HAMPSHIRE

A Glimpse into 6 Secrets Revealed at Profit Day

The information revealed at Profit Day will make you think differently about your business. You'll see how strong your company could become, how much money you could be making, how much freedom of time you could enjoy. Ultimately, you'll know how much the life of your family and your team could change.

Lock Customers to Your Business!

You've stared at your phone wondering when it would ring next. Then, during your busy season, you can't keep up with it. Ultimately, you end up losing customers to your competition! At Profit Day, you'll see how to attract the top-paying customers, and you'll discover how to lock them to your business. They'll never want to work with another contractor again. Plus, you'll see how to eliminate those super slow periods during the year, so you always have business.

Get Maximum Control!

Tired of your business running you, instead of you running your business? You can put an end to it. At Profit Day, you'll hear how you can gain maximum control of your company. You'll discover how to run your office with precision and ease. It is possible for your business to operate without you being there at all times. You could instead be out there living out your wildest dreams!

Plan on Profits—Every Month!

Do you have a real plan for your business? Or are you like many contractors and your real plan is running from crisis to crisis? If so, that's okay! At Profit Day, you'll see that there are systems and procedures that once implemented guarantee profits. You don't have to pray that you have money left at the end of every year. You can and should plan on having a profit every single month! It can be used to grow your business.

Pay Yourself a Real Salary!

Most contractors think that because they pay themselves, they're making a profit. Not so! <u>You could be</u> <u>making 2-3 TIMES more profit than you're making now, while also paying yourself a salary</u>. Many SGI members pay themselves a salary of \$120,000 up to \$500,000 or more while also enjoying \$430,000 to \$740,000 (or more) in PURE PROFITS!

Turn Your Company into a Family Legacy or Sell It for Millions!

Once you have a business with value that has created wealth, you could choose to retire and pass it along to a family member. Or you could sell it for \$1 Million or more. At Profit Day, *you'll see how to add real value to your business*, so if the time comes and you want to sell it, you'll have a line of investors begging to buy it from you!

"THIS IS THE DECISION THAT CHANGED MY LIFE!"

Each of the five contractors highlighted here have different stories, but they all share one thing in common. Each will proudly say that the decision to attend Profit Day changed their lives forever.

Call us at 866-344-0789 or visit our Profit Day schedule online to learn when we'll be in your market.

