

## Q&A With A BOI Member

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- 1. What is your favorite part of a typical day?*  
Early in the morning before the rush hits. I review the previous day's numbers and try to resolve any issues before the employees come in.
- 2. What part of your job would you gladly give up?*  
On the rare occasion that we have a disgruntled customer, I would gladly give up having to rectify any problem or issue with a customer that isn't happy. By the time a problem gets to me, everything has already been done to solve the problem by our staff making it difficult to solve the customer's issue.
- 3. What skill would you most like to improve?*  
I'd like to be more flexible in my time. I would like to be able to get to each location more often. It seems as if there is never enough time in the day.
- 4. If you could go back and do one thing differently, what would it be?*  
I can't think of anything that I would change. But I would have liked to join the group of store owners that we are linked with through BOI a lot earlier. I have learned a lot of valuable information from our members and continue to each time we meet, and have built relationships with peers in the industry that are valuable throughout the year.

5. *What keeps you up at night?*

Nothing at all. When I leave, I leave it there!!

6. *Who gives you the best advice about your business and what was it?*

My Dad gave me the best advice - "Watch the pennies, and the dollars will take care of themselves " It is the small things in a business that add up over time to create large problems.

7. *What accomplishment are you most proud of?*

I set a goal for myself that I wanted to have at least 10 stores someday over a decade ago. I achieved that goal in 2009. I guess what I am most proud of is the employee base that we have that made it possible to achieve that goal. Our management team and staff are second to none and that goal would never have been attainable if it were not for all of them and their team efforts on a day to day basis. I am most proud of them.

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