

*Q&A With A BOI Member*

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1. *What is your favorite part of a typical day?*  
Coming into the store/office in the morning and greeting everyone.
  
2. *What part of your job would you gladly give up?*  
Dealing with most employee issues - - all of the “HR” stuff.
  
3. *What skill would you most like to improve?*  
My HR knowledge, and scheduling my time & sticking to it better.
  
4. *If you could go back and do one thing differently, what would it be?*  
I would have structured my buy/sell agreement with my partner differently and earlier.
  
5. *What keeps you up at night?*  
Gross sales and cash flow management.

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

I have been blessed with the opportunity to be around many other business owners - pharmacy owners in particular. There is absolutely no substitute for experience, so tap into it as often as you can. While there is no one statement or advice that has led to our success, there has been one philosophy that has been the mainstay of our continued success and growth...always ask the advice of others and share information that can be mutually beneficial. That is the benefit of BOI - the sharing of critical industry insight among colleagues that have knowledge, integrity, and mutual respect. When I purchased my first pharmacy at age 25, I thought I knew everything; that changed quickly...now, at age 43, I am scared to death by all that I know I don't know! That is the humility and wisdom that comes with age.

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

My wife and kids; and the number of times I've been able to make a difference in other people's lives.

*"I enjoy our meetings and sure learned a lot. Every time I attend, I feel like I am so far behind, as <our members> are all so progressive and definitely have my respect and attention."*

- Mike Burns