

Steve's Plumbing

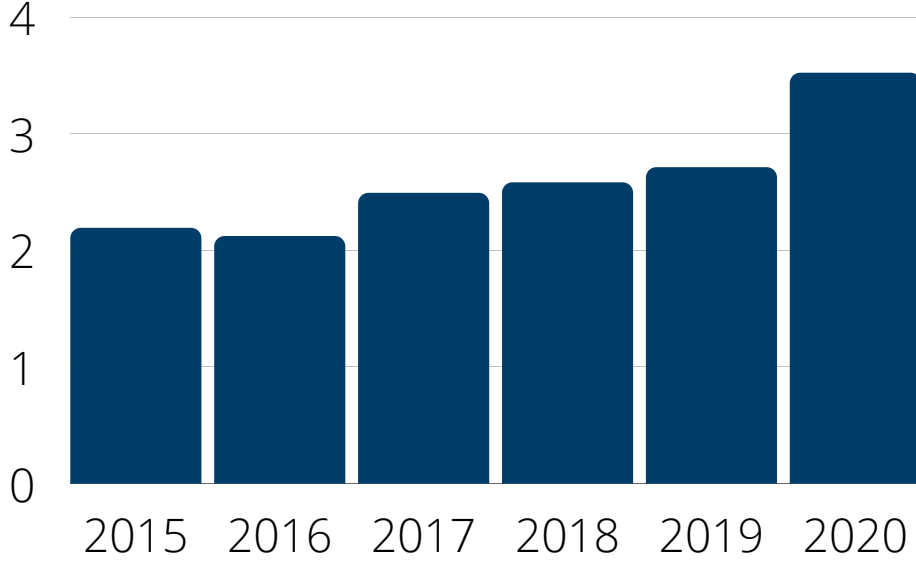
Business Ignition Case Study



SERVICE EXCELLENCE
IGNITE THE POWER WITHIN



Annual Revenue Growth



Steve's Plumbing began using Service Excellence in 2012

Since then, their annual revenue has increased by

93%

Client Feedback



“ Our techs have employed the PRESS PLAY system since the beginning of their training. They appreciate its simplicity and that it reminds them to cover each **vital element** of a sale during every call. As an owner, I appreciate that PRESS PLAY emphasizes the relationship between us and our clients, as it encourages our people to **build rapport** and **value** with every customer. ”



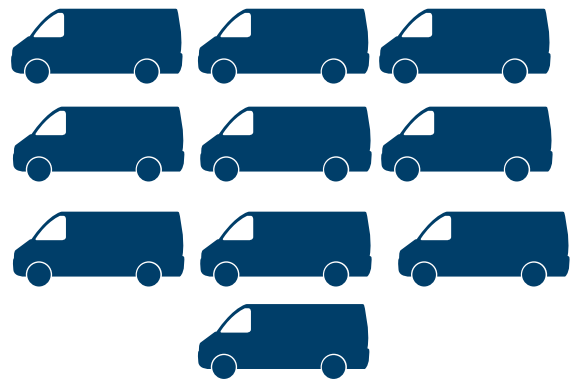
Steve Egner
Owner

Company Expansion

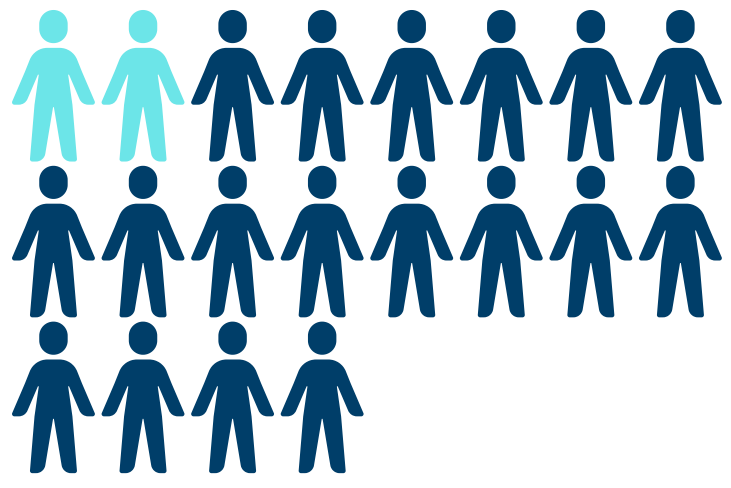
The company started with **4** work vehicles in **2015...**



and they plan to have **10** in **2022!**



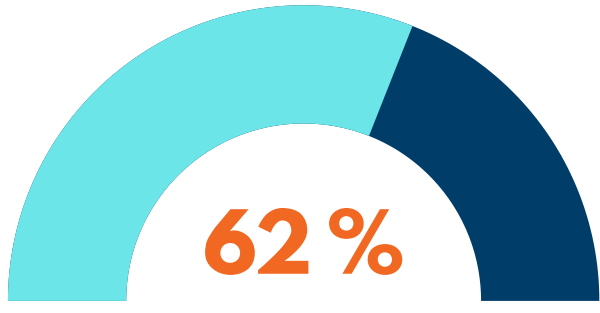
Steve's staff has grown from **2** employees to **20!**



Individual Performance



2020 Closing Rate



6,000 +
Customer Reviews

2015



Average Ticket Amount

2020



Better With Training

Service Excellence produces real results for real contractors. We can prove it.