

EAGA Business Builder

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Today's presentation was by Garrett Hennessy — TLC Plumbing



Some of you may remember Garrett as the owner of an employment staffing agency. That was the situation about three and a half years ago. Many EAGA members still have employees that were provided by Garrett's agency, a long time ago. Garrett was quite successful at finding the right person for the specific job...Including placing himself in an open staff position at TLC. Mr. Hennessy also has a couple of other notable talents in his expansive basket of capabilities. For a couple of years, he was a lobbyist for the City of Albuquerque.; and he was the first Gift Officer for the UNM Lobos. If you are just hearing that title now, you probably don't realize the magnitude of the job. The Gift Officer's duties are not just to ask for donations; it is to ask for 'major donations' - gifts of \$25,000 and up. That is a bit more than a couple of one page program ads. Apparently Garrett was pretty successful at both those noted tasks. The latter part of his presentation provides insight on the skills, technique and personality that contributed to his success. Garrett didn't talk about how to be a salesman; or how to talk someone into something. He didn't provide tricks for getting a commitment from a client. And he did not even discuss the slyest way to maneuver a potential customer into making a purchase. He did discuss some ideas about how to let people know that you care about them and that they are important. Things like - Each day-take the time to send a note of compliment or thanks to someone. The message should be brief, but it has to be sincere. The recipient will be able to tell if something is being said with the idea of coercing a desired results, so make sure that you are mentally engaged in the process and that you genuinely feel the appreciation that is conveyed by the note. It is amazing how many positive vibes come from just letting someone know that they are appreciated. Be a friend. People find it easier to buy goods and services from someone that they already trust. Engage employees in a positive manner as well. Being the boss is important, but the manner in which you perform that task is also important. Encourage employees that have capabilities beneficial to your company. Engage your staff with your interest in things important to them. Garrett did also note that TLC provides great service for any plumbing and heating jobs that you may need. The company is successful because of the top down attitude of care and concern for customers and employees. If you need plumbing or heating assistance, give Garrett a call 505-761-5337. He is not actually responsible for, or capable of, getting your work done, but he sure knows how to find someone that is.

- ◆ Memorial Service for Jack Crouch will be held on Saturday, April 29th at 11:00 AM at Daniel's Family Funeral on Wyoming.
- ◆ Welcome to our newest member:
Sharp Law Firm - Representative: Lynn Sharp
- ◆ Second announcement of a prospective new member:
The Grove Café & Market
Representative: Andrew LoBue, General Manager
Category: Restaurant/Cafe
Sponsor: Michael Caldwell

If you have an objection to this company becoming a member, or if you have any information that you feel should be considered during the application review process, please contact Membership Committee Chairman, Jack Zipper, (jdzipper@comcast.net - 505-259-5959), as soon as possible.

Contact information for Executive Director: Mario Hernandez

Phone: 505-239-0259

email: hernmar129@yahoo.com

Postal mail: 8100 Wyoming Blvd NE; Suite M-4 #345; Albuquerque, NM 87113

Business Leads:

Around mid-year, Venus Reseach will be putting their new facility into operation in Midway Park.
- Jeff Sakamoto

Reciprocity:

Thank you to Aaron Rodgers for several electric jobs over the last 5 months. Great service!
- Michael Berezniak—ABQ Pump & Pipe Supply

Thank you to Dale Armstrong and Pat Maloy for assistance in finding a solution for moving an electrical transformer.

Thank you to Raul Rodriguez for assistance with graphics for branding Venus research.
- Jeff Sakamoto

Thank you to Scott Lardner for the business / design opportunity.

Thank you to Jeff Kirkpatrick for the new addition design.
- Larry Kennedy—Walla Engineering

- ◆ The Fishing Trip will be the weekend of April 28th through 30th. If you have any questions, please contact Event Chairman Klint Hall at 505-821-4300 or klint@lobowealthstrategies.com.
- ◆ The Golf Outing will be May 6th at Sierra Del Rio. Cost is only \$20 for members; \$65 for guests. The burrito and amenities equipped bus will depart from Maloy Mobil Storage parking lot . At last note, there were still slots available, so check your schedule and get signed up soon so that everything can be finalized. There are still a couple of Hole Sponsor spaces available. Contact Event Chairman Jerry Becker for answers to any questions. 505-883-7766 or jerry@steamaticnm.com .
- ◆ EAGA annual Trap Shoot has been scheduled for September 22nd. More information and details will be provided in the next few weeks.

Badge Board Greeters

Apr 25th Jeff Barkoff—ServiceMaster Clean
May 2nd Steve Grant—Downtown Bed & Breakfast
May 9th Tom Keleher—Keleher & McLeod
May 16th Mike Skolnick—Excalibur Realty
May 25th Paul Losey—Covenant Schools of America
June 6th Stan Byers
June 13th
June 20th Scott Lardner—Rocky Mountain Stone

Upcoming Speakers

Apr 25th Adam Tafoya—New Your Life
May 2nd Ryan Wallace—NM Solar Group
May 9th
May 16th

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