

## **Mike Hendrix** **Hendrix Heating & Cooling**

Nahunta, Georgia • 20 Employees • 21 Years in Business • \$3.5M Annual Revenue • Brand Sold: Trane

### **Why did you decide to select Contractor University and the Business Accelerator Program as one of your growth benefit selections?**

Well I was actually really excited to see it become one of the selections. We'd already been involved with it and just knew what it had done for us up to that point, and we knew that it would continually improve this office.

### **How has your overall experience been with Contractor University since you've joined?**

It's been great, we've learned a lot about all facets of business, mainly budgeting and pricing I think would be the two biggest things we took away from it, but also topics like culture.

### **What elements of the Contractor University platform have you found most helpful and what portions have you utilized the most?**

A lot of the downloads. I still use the budgeting tool which has been a really big tool for us. We also use the online trainings, whether it's been for myself, in trainings every week with our technicians, with our office staff or even with the installation team sometimes.

### **What have you been able to improve in your business as a result of the Contractor University platform?**

The biggest thing is profitability. You know, knowing the numbers, being comfortable that your pricing is where it needs to be and just comfortable that we've got to get enough calls and all that kind of stuff. We know that we're not losing money on calls like we may have been in the past.

## How would you compare the Contractor University platform to other business training programs you have used/experienced in the past?

I'd say the amount of information and resources offered is unmatched. There's so much that you can pull from and get involved with. The biggest thing I'd say is that once you figure out what your biggest pain is, you'll know what you need to start solving the issues and where to begin.

