

**Garrett Brown, Lerch Bates Consultant since 2013**

Background: After finishing his Business Administration degree at the University of Colorado, Garrett started his sales career in the elevator industry where he worked for both KONE and Otis in the service and modernization sectors. He gained a strong understanding of the business and what it really took to drive customer satisfaction, while developing the technical skills that have made him a successful part of the Atlanta team.

**Why did you go to work for Lerch Bates?** I have never felt like a pure sales person in my career. I am much more of a problem solver. I was often time uncomfortable in pushing my company's solution on a client, whether the exact fit or not. Now I get a chance to work closely with every providers' solution and work to align my customer's goals to achieve a positive outcome for everyone. In my time in Atlanta, I worked with the local Lerch Bates team and was highly impressed with how they conducted business and how they dealt with me. They were always fair and worked on resolving issues together rather than pushing the blame or resolution purely on our company.

**What did you think a consultant did verses what do you actually do?** There was always a "man behind the curtain" kind of thing where I always saw them in business attire at a customer meeting or walk through. They were there to help the customer out and put some pressure on us for resolution of issues. What we actually do is spend about 40-50% of our time evaluating equipment and buildings for clients, and another 30-35% putting our findings and thoughts down on paper in the form of reports/specifications. Our clients pay us for our opinions and technical knowledge, which we deliver through our writing. I really enjoy being able to put it all together and be in front of customers and providers to discuss a mutually beneficial outcome for everyone involved in the project.

**What do you enjoy most about working at Lerch Bates?** The biggest piece of enjoyment that I receive is the opportunity to work on my piece of the business as my own. I am the one that sells it, executes on the work, and provides the end product to my customers. There are no real excuses or impediments to how successful you can be when you work here. My hard work pays off as it relates to growth and continued business that I bring in the door. 70% of the opportunities that I work on come from referrals from existing clients, and that is the result of my passion to bring them great solutions in a timely manner and work together with teams on a great deliverable. After being in this market and industry for a while, it often becomes friends just calling me to see if I can help them out. That is very rewarding!

**What is different working for a consulting firm verses other jobs in the industry?** I go home each night feeling very positive about solving our clients' problems. Many of us, myself included, got wrapped up worrying about all of the metrics we had. Here I am able to focus on providing first-class service to our customers and that has really driven performance.

**You came into Lerch Bates with 6 years of experience in the industry. Did you feel like you lacked technical experience?** I have never turned a wrench in my life, but I always worked closely with mechanics in the past to teach me the technical side of the business. I have become comfortable with managing that aspect through the support and training I get from the team here in Atlanta. The past relationships that I established working at an OEM have also helped me tremendously in my current role. I'm able to rely on those people to get detailed and honest information when we run into issues.

**What would you tell someone thinking about joining Lerch Bates?** It is a great opportunity if you enjoy a place where you have more control over your work and you are tired of having to be focused on reports. We have a culture of trust and responsibility. You earn their trust by taking on work and getting it completed on time to please the customer, and they trust that you will make good decisions to run your business. So, if you have to take a day or half-day to get something personally done, that is never an issue here.

**What is the best advice you can give people that work in the VT business?** Be who you are and be honest. It is a very small world in our industry. You will not make it very far in our business if you aren't.