



People who came to **Homespire**
for a *job*, but found a *career*.



HOMESPIRE
REMODELING GROUP

Edition Three



Ryan Marrero

Supervisor of Customer Care Department

At Homespire, we make sure we're here for our customers

NEXT 5 YEARS.

I want to take our customer service skills to the next level.

anytime they need us – before, during, and after their project is complete. That means hiring individuals with the passion to support those customers every step of the way; individuals like Ryan Marrero, Supervisor for the Customer Care Department. Whether it is scheduling an installation, ensuring a customer's project is on-schedule, or explaining what is covered under our lifetime warranty, Ryan is always a pillar of reliability and integrity. He says, "Anyone can take a phone call and report a service issue, but it takes so much more to build rapport with a client and establish a relationship of trust."

Ryan joined the Bath Fitter team just out of college, starting as a Service Representative for the Warranty Department. "I was really impressed with how helpful everyone was. Even today, new employees always comment on the atmosphere and how nice everyone is."

It's an atmosphere founded on caring for the Homespire



customer, something that Ryan has been acting on since day one. "I make a strong effort toward being upfront and honest with both our customers and our employees. Integrity... being forthright with our customers and employees has enabled my success with Homespire. People appreciate that honesty and it reinforces our image."

Ryan is always looking for new opportunities to offer his employees in the Customer Care Department. "I want to take our customer service skills to the next level. We're taking steps to personalize training for each employee during their monthly one-on-one [meetings]." He also hopes to bring the entire department together for regular meetings to discuss future endeavors, keeping everyone

informed and in the loop of progress. "Leading a team of great people has been a wonderful experience and I have grown by leaps and bounds as a result." By putting the needs of others first and caring for others in an honest way, you can aspire to go far with Homespire.





Barb Sadler

HR Director

It's not often you find a company whose owners are so passionate about knowing and rewarding their dedicated employees directly. But that was the first impression of Homespire HR Director, Barb Sadler, when she came to work for the company 5.5 years ago.

"I was inspired by the strong sense of loyalty the owners had toward those employees who gave 100% of themselves to the company. I had never really felt that so strongly in any other company I had worked for."

Barb began as a manager for the Human Resources Department. "I learned quickly that hard work and dedication is what would allow me to move up, knowing that the then Director was looking forward to retirement."

Now HR Director, Barb strives to make the HR team an example for employees all across the Homespire company. To do this, she leads with a sense

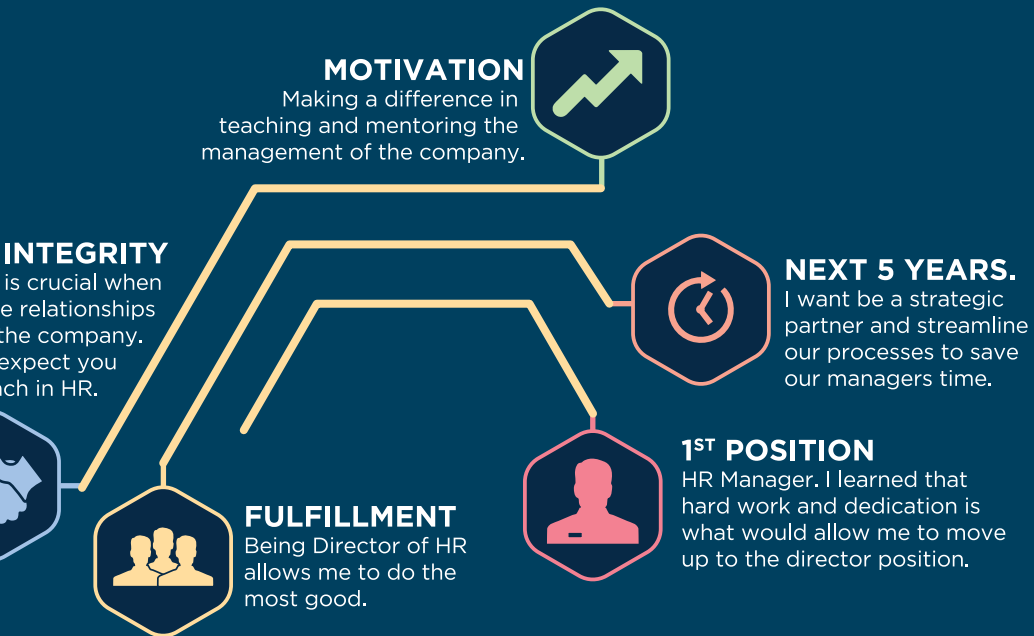
Integrity
having such clos
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People should
to be above reproa



of integrity. “I have a remarkable team that understands that we are the keepers of the rules and should be setting an example for everyone else. Integrity is crucial when having such close relationships with all levels of the company. HR is always here to help in any way we can to ensure everyone is successful growth in the company.”

In the future, Barb hopes to improve the employee’s experience with Homespire in whatever way possible. “I want to be a strategic partner and streamline our processes to save our managers time, so they can use that time to mentor and grow their respective areas of the

business. This will help everyone prosper throughout the company.” Great aspirations from a great example-setter for Homespire.





Mary Prestipino

Director of the Warranty and Customer Care Departments

When Mary Prestipino was hired into the Homespire family, she knew exactly what she wanted out of the company. “I was hired as the Service Supervisor,” she says. “I wanted to work with a company where I could experience personal growth and opportunities for promotion.”

Little did she know just how much opportunity Homespire would present to her.

In three short years, through hard work and ambition, Mary is now the Director of the Warranty and Customer Care Departments. That is no small feat considering these two departments became one team under her supervision. “With the merging of departments, I’ve gotten to learn so much more about our business and how it works. Most importantly, I have the privilege of working with all these wonderful

people that make up the Customer Care and Warranty Departments.”

Now her ambitions are not just about her own growth,

MOTIVATION

Working for a company where I can experience personal growth.



1ST POSITION

Service Supervisor
I learned the importance of customer service. “I’m in the business of customer service, and it can happen to someone on the side.”



working with current and past customers, and she advocates that just as she puts her employees first, they should put their customers first. The results have been profound.

but the growth of her employees. “I believe that the people I work with truly care about the customer and the company’s success. We work hard to create an environment where everyone is treated fairly and where people feel comfortable, challenged, and driven. Employees who are recognized, rewarded, and appreciated make motivated and productive employees.”

Mary’s passion for people doesn’t stop with her employees. Her departments are constantly

“I am amazed every day at the lengths we will go to for customer satisfaction and positive word of mouth. We truly stand behind our work and I’m proud to work for a company that supports and surpasses its customer service initiatives.”

The motto coined by owner Marty Gross rings true for Mary and so many others: ‘I’m in the business of customer service – I just happen to sell bathrooms on the side.’ It is a motto that everyone at Homespire aspires to in their daily work.



VISION
Supervisor,
the meaning of,
business of
service – I just
sell bathrooms



EMPLOYEES FIRST

We work hard to create an environment where people feel comfortable, challenged, and driven.



FULLFILLMENT

Having the privilege of working with all these wonderful people that make up the Customer Care and Warranty Departments.



NEXT 5 YEARS.

I look forward to making technological improvements in both departments to improve our efficiency.



Jim Hoover

Regional VP of Sales

Imagine being hired into a company that immediately surrounded you with the most reliable and eager teachers and experts in your field. What an opportunity it would be, right? Well that's the situation our new hires feel when joining Homespire, especially our Regional VP of Sales, Jim Hoover.

Jim started as a basic sales representative, expecting a temporary job on the path to a bigger career. But as he stayed, he found the reward for working for Homespire too much to give up so easily. "I went from long hours with low pay and high stress to short hours with high pay and low stress. I felt part of a greater purpose and surrounded by experts in this industry anxious to teach me more. I knew at that time that I would be with this company for a long time."

Ten years later, and Jim is a testament to just how far you can rise in this company, especially while holding yourself to a high standard of personal responsibility. He says he has, "... always been grateful when given the opportunity to take on more

MOTIVATION

I try to focus on the big picture and achieve the goal of success and endure adversity n

ATION

us on the
which is to
e highest level
I can imagine
e whatever
ay occur.



FULFILLMENT

As long as I am creating value for the company while developing as a professional, I will feel fulfilled each day.



NEXT 5 YEARS.

I must assist in improving the company over the next 5 years by always challenging the status quo.



1ST POSITION

Sales Rep. I learned the difference between personable communication and effective, persuasive communication.

PERSONAL RESPONSIBILITY

People first, self second. If I do right by people, they will do right by me.

responsibility for the company. Knowing that somebody believes that I can succeed reinforces the belief in myself and fuels my desire not to disappoint my superiors or self.”

In order to continue his and the company’s progress, Jim looks to provide the same leadership he was and is given by his fellow employees. “We live in changing times and this requires vigilance from leadership and a hyper-awareness to constantly improve our current systems and always challenge the status quo. As long as I am creating value for the company while developing as a professional, I will feel more fulfilled each day.”

When working for Homespire,

under the guidance and support of leaders like Jim, you can aspire to great things both personally and professionally.





Clayton Stackpole

Regional Event Marketing Manager

“An organizational culture as Homespire has doesn’t make work a daily activity, but rather a valued part of daily life.”

When you work for Homespire, you get used to hearing sincere comments about the company like this one, stated by our Regional Event Marketing Manager, Clayton Stackpole.

Clayton came to Homespire with a wealth of management experience and was very familiar with customer service, both exceptional qualities that helped him take on a leadership role early on with the company. He found himself surrounded by mentors and leaders willing to teach him all they knew, and wanted to have the opportunity to pass on that information to future company leaders. But it was the family atmosphere that really helped Clayton settle into his new position.

He had seen many companies who boasted the ‘family feel,’ but to him, “Homespire doesn’t have to express this sentiment because you become part of it from day one. It is part of the company culture. This company provides

anyone willing to ask questions and put in the hard work with endless opportunities.”

As an advocate of the company culture, Clayton strives to express all of Homespire’s core values every day and encourages his employees to do the same. “I believe it is important in our organization that we uphold each of the core values on a daily basis. Encompassing each value into our daily activities is essential to our personal and company growth.” Being part of the Homespire family goes beyond home improvement. For Clayton, it’s an organization that inspires action from its employees, driving the company toward a higher goal. “To be part of something bigger than just the job is always a privilege.”

It’s a privilege for Homespire to have such aspiring employees so dedicated to living the culture of which we are so proud.



MOTIVATION

Being able to share what I have learned with the current and future leaders.



CORE VALUES

I believe its important in our organization that we uphold each of the core values on a daily basis.



1ST POSITION

OE Manager. Success is a conscience choice achieved through empirical discipline.



FULFILLMENT

The ability to implement ideas into actions while collaborating and incorporating great managers as well as there teams [has been very rewarding].



NEXT 5 YEARS

I hope to improve the company by continuing strengthen the leadership and teams in the OE department.



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