

CHRONICLES

TALES OF GREATNESS IN THE MAKING FROM AWARD WINNING INSPECTORS

JAMES CHILDRE

PRESIDENT'S CLUB AWARD



James Childre was born and raised in Littleton, Col., and worked in many cities as a commercial banker before he made the decision to stay in Stuart, Fla., and join NPI.

James and his wife Erin have two daughters. James said his family influenced his decision to go into business for himself.

“My father-in-law, Andy Michaels, started the franchise. He wanted to retire and I mentored under him, and then bought it from him in March 2006.”

James describes Erin as the “heart and soul” in the business because she answers the phone and completes most of the office work. His keys to success with NPI that set him apart from the competition

“*Step outside your comfort zone to reach out to new referral sources. Stay in your comfort zone in technical matters.*”

- James Childre Stuart, FL

include great training, professionalism and quality reports.

“Accommodating Realtors and clients is always appreciated and only occasionally taken for granted. Walking the fine line between objective reporting and careful presentation to keep everyone happy is very important,” James said.

The freedom and support are what James said he liked most about owning a franchise; he said overcoming inexperience and insecurities regarding the technical aspects of the business was challenging.

“I am always learning,” he said.

James’ communication style with customers puts them at ease and builds their confidence. He said to always maintain an objective role and to report the issues and place priority on the overall implications so as to not scare the client.

“They must know the problems but understanding the big picture allows them to make an educated decision. Always respond to concerns respectfully and immediately,” he said.

James’ communication style and “face-to-face” marketing efforts help build relationships and have proven successful. He said he was proud of the many times his Realtors convinced other parties (agents, sellers, buyers) to adjust their schedules to allow him time for an inspection.

“My favorite quote from a referring Realtor to a listing agent was ‘There is a reason your inspector is available immediately and my inspector is a week out.’ I appreciate the sentiment of conviction from my allies. That is the power of relationships,” he said.

James provides several tips of advice for new franchise owners in order to become successful.

“Step outside your comfort zone to reach out to new referral sources. Stay in your comfort zone in technical matters. Being bold always makes a good impression. Being arrogant always leaves a bad impression.”