

# CHRONICLES

TALES OF GREATNESS IN THE MAKING FROM AWARD WINNING INSPECTORS

## RICH BUHRMAN

PRESIDENTS CLUB AWARD



Rich Buhrman spent much of his working life in corporate America, before he decided to down-size and re-locate closer to family in Baltimore with his wife of 34 years, Stasi.

“As a part of that process we had decided that it was time that I got out of corporate life because of all the travel, pressures, etc. and planned to open a small business,” Rich said.

It wasn't until Rich and Stasi were in the process of having their own home inspection when they realized they knew more than the inspector. This made them think about home inspections as a possible career opportunity.

Rich said the responsive and informative

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- **Rich Buhrman** Hedgesville, WV

NPI staff, and the clear and fair contract was what attracted him to NPI.

“Some contracts I saw were extremely one-sided and, so filled with legal terms, that they were not readable. I could tell from the contract that NPI was straight forward, honest and ethical.”

NPI's assistance, training and support were the keys to Rich's success.

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Since Rich and Stasi were new to the area, it was tough breaking into Realtor offices as they had no connections and/or relationships in the community. Rich and Stasi joined their local Realtor Board and became active on the Community Service Committee, giving them the opportunity to meet agents, and other affiliates, on a more personal level. Since joining the committee, their business grew steadily despite the declining market. Rich and Stasi were even nominated as an Affiliate of the Year in 2007.

While business is consistent, Rich did find some challenges in owning a franchise.

“The greatest challenge was adapting to the irregular schedule. I used to have my schedule planned out for 30 to 60 days. Now, some weeks I only start with a couple of booked inspections and we end up pretty busy by the end of the week,” he said.

Because Stasi handles the scheduling and accounting, it enables immediate communication between the inspector and the prospective client. Rich's busy schedule can be attributed to his style of communication, which builds customer confidence.

“I've learned to really take my time. Nothing makes a client more nervous than appearing to rush through the inspection,” he said.

The Buhrman's success story and experience brings many tips to share with new franchise owners.

“Follow NPI's suggestions, do the “Open House Survival Kit” program, get involved with the local Realtor board and join BNI- it helps open doors to Realtor offices.”