

1000 Words to Describe my Philosphy on Customer Service

I grew up in a modest Upstate New York home, only son in a hardworking German family. In my neighborhood, all the kids hunted for the few odd jobs and we learned to shovel snow at an early age. Shoveling a neighbor's walks earned you \$20 per season and I was lucky enough to have 3 to tend. Plus my family walks of course as well. To this day, I can shovel with the best of them ! Thinking back tho, it is interesting that all the kids just woke up, bundled up and shoveled. That's was a typical day. This was my first experience with responsibility and we all learned the value of personal commitment early.

After college and military service, I worked for a number of years with an international general contractor building high rise office towers in New York City, Philadelphia, Houston, etc. As a junior engineer on these massive projects, setting and making our respective schedules was critical. Missing a milestone schedule date was simply NOT an option, It was very simplemiss a deadline; lose your job. Once again, the values of personal responsibility and commitment to goals was an absolute requirement in that career.

Moving to Reno in 1976, I launched my own commercial construction company, which grew rapidly. After a number of successful years, I was offered and accepted a position as a new business development manager for a larger Reno commercial builder. That firm's volume grew by ten fold during the 10 years I was with them.

In 1991, after over twenty years in the large commercial construction business, it ceased to be satisfying and I made the switch to selling and leasing industrial properties, rather than building them. For many years, my real estate company was a smaller, boutique operation, handling industrial clients relocating into Nevada or expanding locally. Miller Industrial Properties thrived with this business model. In 2008 however, things changed.

With the downturn in business, I felt that my firm was perfectly positioned to quickly adapt to the new business landscape and the changing demands of the marketplace. Within a short time, Miller Industrial Properties had expanded our operations through hand selecting high quality partners and staff that brought a high level of expertise, customer service and the right work ethic with them, but needed a stronger platform to operate from to succeed in the new economy. With that decision, Miller Industrial Properties has grown significantly within our marketplace. And our growth continues.

The main reason for our success through these distressed times is our company philosophy toward customer service and our level of commitment to providing it. At the very root of our service commitment is accountability. We look at each and every project we take on as if we were the client ourselves. It's easy to accept a new account. It's not so easy when you truly question yourself if you can actually achieve what the client is asking for. And harder yet when you ask yourself how you are going to accomplish it.



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At Miller Industrial Properties, we do not feel that simply performing activities for our clients is what they want. They want bottom line performance. Landlords want quality tenants at fair prices making their lease payments, likewise tenants, buyers, sellers and investment clients all have unique bottom line needs that we must satisfy. This mindset of bottom line performance being the only true measure of success comes from my formative years of performance demands in building high rises, running construction companies and shoveling sidewalks. That level of commitment to achieving your business goals carried through into our service philosophy today.

I also mentioned accountability. If you read my bio on my company website, you will see that I drove a racecar to 2 national championships. That experience showed me the value of seeing and accepting the truth about your current performance level and what you need to do to raise it to the top. No one cares how hard you tried, nor that there was something not right with the car, nor that you were shoved into a bad position; championship performances comes with a no excuses, get the job handled on the track no matter what, type of attitude. Period.

That only came about by checking my ego at the door, recognizing and accepting all of my weaknesses and working on them until they became strengths. Seeing them, accepting them and understanding that they had to change to succeed. That experience is how I look at Miller Industrial Properties. We look at ourselves and we are highly critical of anything less than top quality performance. We strive daily to provide perfect client service. And we fail daily. But we know we fail and we work of fixing it. Daily. All of us.

This is my philosophy on the level of service we attempt to provide. Ask us specifically what we have done for you today and you will get an answer. And we ask this of ourselves without you doing it. We invite our clients ask us the tough questions. We have answers. We feel the more you know about what we do for you, the better. We will stack up our level of commitment to your projects' success and helping solve your business real estate needs against anyone else's.

Bottom line is that we have nothing to hide. We don't ask you to partner with us, go away hoping we perform. We expect our partners to be involved. Be a part of our Team. We are proud of our unique marketing concepts and our work ethic to achieve them. We solicit your checking in on our implementation. We say this because we have done the homework and the street work needed to give our customers the best chance for success. We feel the more you know about us, the better you will understand our level of commitment to your project's success.

I am pleased to share with you the background of this company. I have always been responsible for making my own payday through bottom line performance. My experiences meeting deadlines in high profile high-rise construction projects taught me the need for urgency. My skill development in driving a racecar taught me the need to truly see your real performance levels and separate reality from perceptions. These traits are my strongest inner qualities and my guiding values as my partners and I steer Miller Industrial Properties into the top service provider and performance leader in commercial real estate.

