



Lessons Learned from a Lifetime Plumbing and Heating Contractor

by
Bill Rozga

Short Description of the Presentation:

Bill Rozga has spent his entire life in the plumbing and HVAC industry. This is his story covering, as they say, “The thrill of victory and the agony of defeat”. There are life lessons to be learned through Bill’s story.

History of Bill Rozga

- Early years
- Started plumbing company in 1981
- Purchased a heating business 2001
- Both divisions come under one roof
- Heating manager, and best friend, fell and died
- Realized company was dying, financially
- 2003 PHCC Conference – Met Tom Grandy, Grandy & Associates
- April 2003 attended Grandy’s *Basic Business Boot Camp*
- Repeated *Basic Business Boot Camp* three more times!
- Modeled each department as a separate, standalone, company
- What the take always were
- Focus changed, it’s about relationships
- Sam becomes general manager
- 2017 Sam, a twenty-six-year employee, asked about buying the company
- 2018 Sam bought the company
- Advice for current owners “Must Learn the Business Side of the Business”
- What Bill is doing today