



Advice for New Owners and Operations Managers

Seasoned Contractors Offer Tips They Learned Along the Way

Photo courtesy of *Roofing Contractor Magazine*, October 2021

You might not think advice such as **“When your phone rings, answer it”** or **“Return phone calls”** would top our list of tips veteran roofing contractors would offer brand new business owners & ops managers. Here’s one more: **“Show up when you say you will.”**

“When I first started selling roofs I heard these comments daily. Homeowners would thank me when I arrived at the project,” says **Trevor Atwell**, owner of Atwell Exterior Services, Greenville, North Carolina. “Homeowners would thank me that I answered my phone or returned their phone calls. They would thank me for showing up on time. It was amazing to me how many people did not do this.

“I found that if I can strive to do these three things, this is the recipe for success. And it has been for me. It has worked,” Atwell says.

Listen to the podcast episode with Atwell with more tips we collected here: [Tips for New Residential Roofing Companies from Seasoned Veterans](#)

Check out the featured article on this topic inside *Roofing Contractor Magazine* here: [Featured Magazine Article](#)

Air Vent’s In-Person Seminars are Back; click on graphic for details.

January 2022	February 2022	March 2022
Jan 18 College Park, MD	Feb 8 Schaumburg, IL	Mar 1 Grand Rapids, MI
Jan 19 Lancaster, PA	Feb 9 Tinley Park, IL	Mar 22 Madison, WI
Jan 20 Malvern, PA	Feb 15 Atlanta, GA	Mar 23 Appleton, WI
Jan 25 Houston, TX	Feb 16 Mobile, AL	Mar 24 Bloomington, MN
Jan 26 Oklahoma City, OK	Feb 22 Independence, OH	Mar 29 Salt Lake City, UT
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