

CHRONICLES

TALES OF GREATNESS IN THE MAKING FROM AWARD WINNING INSPECTORS

BILL CAMOSCI

PRESIDENT'S CIRCLE AWARD



“Coming from the East Coast, I liked the ‘down-home’ feeling I got from a Midwestern company like NPI. NPI was, and still is, responsive and I knew I’d get a fair shake.”
- Bill Camosci Cromwell, CT

Bill Camosci was on the treadmill at a local gym one day when he heard the best piece of business advice. “CNN (Cable News Network) was covering a conference,” said Camosci, “when the commentator asked a woman attending the conference about her philosophy for success. She said: ‘ambition without excuses.’”

“I went straight home, wrote that down and put the message on my desk so that I could see it every day,” said the New Britain, Conn., franchise owner. “I look at that whenever I don’t feel like making phone calls or cold calls. And, when I’ve tried and tried to contact customers and finally reach them, I’ll apologize for my persistence but explain my philosophy: ambition without excuses.”

After one year in business, Bill Camosci doesn’t need to make any excuses. Bill was completing 50 inspections a month before his first anniversary in business. He serves the heavily populated Hartford County and Farmington Valley areas of Connecticut.

Bill came to NPI looking for a change and independence after a successful 25-year civil engineering career. He describes his first few weeks in business as “terrifying,” but explained that customers began calling after he “grabbed some pamphlets and business cards and made contact with Realtors, and joined local organizations.” His memberships in the local Chamber of Commerce and Business Networking International (BNI) groups have proven invaluable. “My first customer came from BNI.” The BNI group meets weekly and regularly schedules members to make presentations to the group about their business. Bill currently serves as president.

In an extremely competitive business environment, Bill relies on his successful background and customer service skills to stand out. “I think it’s important to highlight your background -- I have listed on my business card that I’m a civil engineer and I know that helps me get business. Soon, I hope to add an ASHI (American Society of Home Inspectors) membership, which I’m working to achieve. Look out! There’ll be no stopping me then.”

To attract and retain business, Bill promotes one-stop service for residential and commercial property inspections and high-

lights his next-day reports, which his customers receive in an easy-to-read summary. He also stands behind his work, offering customers NPI’s exclusive, free six-month warranty on all mechanical systems and appliances. Bill’s customer service philosophy is based on building confidence by being dependable, ethical, trustworthy and personable.

It’s those same qualities of dependability and trustworthiness that first attracted him to National Property Inspections, Inc. “Coming from the East Coast, I liked the ‘down-home’ feeling I got from a Midwestern company like NPI. NPI was, and still is, responsive and I knew I’d get a fair shake. When Roland (Bates) gave me his home telephone number and said I could contact him 24 hours a day with a question, I knew that I had found the company for me. I’ve even called Nancy (Resset) on the weekends when I’ve had computer problems. You can’t get that kind of support everywhere.”

Bill offers this advice to new inspectors: “Don’t be discouraged. Get out there and meet people. Put your best foot forward. Remember, customers are judging you, not a company. Don’t be down if you’re ‘second choice’ for a while. Some of my early calls were from Realtors whose favorite property inspector was booked when they needed an inspection. If you stick with it, and offer outstanding customer service, eventually you’ll be first on their list.”