



SURFACE

SPECIALISTS® OF MYRTLE BEACH

PO BOX 3100 • GARDEN CITY, SC 29576

PHONE: 843-241-2105
NEXTEL: 150*566531*2

Surface Specialists World Franchise office is located about two miles from our home in Indian Trail, NC. We didn't know the company or anything about them until we were investigating a tub liner product for a client, and saw in them in the yellow pages. Little did we know, we would end up being a franchise owner for the Myrtle Beach area within two months.

Meeting Dan & Amy and hearing about the services they offered were interesting and seemed to meet our client's needs. As we found out more about Surface Specialists, Dan told us that Myrtle Beach was one of the areas he felt a franchise could be successful. We immediately had a bond with Dan, because we both had 2nd homes at Myrtle Beach and were both very fond of the coast.

Obviously, our background in the construction /remodeling business was a plus for us, but we still had no experience with any of the diverse services that Surface Specialists offers. In contrast to the remodeling business which can drag on for months with each job. We were drawn to the structure of this business, in that you can satisfy a customer in a very short time, "be the hero" then move on to help your next customer.

The start up of the franchise opened up several challenges for us: marketing, scheduling and the newness of each repair, even after significant training. One of the most important discoveries we made was the willingness of Dan and Amy to quickly react and help us overcome any obstacle that came along; and as you know, they do come. Along with their willingness to assist in any way, we were impressed at the level of technology and the research that goes into supporting each franchisee.

We're very pleased with the growth of our franchise, and the potential of its continued success. We're confident in our decision to align ourselves with Surface Specialist Systems, and that the franchise will continue to be leaders in the surface repair industry.

Boyce & Carol Cole