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Conway Services Celebrates 21st Year with Record Growth, New Location

From its humble beginnings in 1990 as a one-truck operation (using a pole barn as its warehouse), Conway Services Heating, Cooling & Plumbing, a second generation, family business, continues to exemplify the 'American Dream' success story.

Now going into its 21st year, the company – which is now one of the largest HVAC and plumbing companies in the Memphis area (with a customer base of over 20,000; 60+ staff and 30 trucks) – recently showed record growth with a 107% increase in revenue from 2009 to 2010.

John Conway, general manager, attributes the success of the company to remaining focused on his father's founding principles of 'doing business': "Our core

commitment to providing customer service excellence, with a personal touch, continues to be our driving force. We do what we say we are going to do, and always, always strive to provide 100% customer satisfaction. We accomplish this by doing things right the first time, every time." Additionally, Conway makes it a practice of keeping his customers consistently informed, with regard to changing energy-saving techniques, and other beneficial HVAC and plumbing information.

EPA-certified (and licensed in TN and MS), Conway also stated that the success of his company hinges on his 60+ employees. "All of our employees are professionally trained; from our certified HVAC and plumbing technicians, to our

comfort advisors and customer service representatives. We are a family of co-workers that truly care about each other's success, and – our work environment is one that consistently promotes professionalism, commitment and trust."

Due to its growth, the company recently relocated to an 11,200-square-foot building at 1220 Big Orange Road in Cordova, which includes a 2,000-square-foot training facility; both twice the size of its previous location. The company welcomes visitors at any time.

Grossing only \$250,000 in 1994, Conway Services – now a subsidiary of ARS/Rescue Rooter – grossed \$10 million in 2010, and expects to gross over \$14 million during fiscal year 2011.

