



Call with Thermaserve Inc - Marty Gilliam

Brian Akom with Thermaserve Inc
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Participants

SERVICETRADE

Brian Akom
SDR

THERMASERVE INC

Marty Gilliam
Service Operations Manager

Topics

Call Setup 0:00

Transcript

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--- Call Setup ---

MARTY

0:00 This is Marty. Can I help you?

BRIAN

0:01 Hey, Marty, this is Brian from service trade. How are you doing today?

MARTY

0:06 Good. How about you?

BRIAN

0:07 I'm good morning. I know we talked a while ago. I was just kind of following up with you to see kinda touch base and see how things were going with a hotel.

MARTY

0:19 Build off. She, I actually are.

MARTY

0:24 Not quite where we want it to be yet, but it's moving in the right direction.

MARTY

0:30 I think we're maybe somewhat unique. They've had to make a lot of adjustments for their normal setup, but they've done that. And so, so far, I guess I'd have to say I'd give it a patchy. Great.

BRIAN

0:38 Okay.

BRIAN

0:46 Giving you, giving it a passing go.

MARTY

0:49 Perfect. Great. Yeah.

BRIAN

0:51 Great. Great. I'm sorry, you're breaking up. I didn't hear you.

MARTY

0:53 Sorry about that. I'm in the best spot.

BRIAN

0:56 No worries. Yeah. Like I said, I just, I know it's been a while since we talked and I was actually in the office the other day talking to J and he kind of was like, hey, have you talked to Marty over at Thermaserve see how things were going with BuildOps? I wanted to reach out and touch base and see what was going on.

MARTY

1:11 Well, I appreciate you doing. So. Do you have full disclosure? I actually, I personally really wanted to go with you guys. What happened is?

MARTY

1:23 BuildOps was talking to several members of the independent contractors exchange. And the owner of farmer serve my boss is on that board and he was listening to his buddies and, you know, build off. This was being favorite the entire group BI'S groups, even the independent contractors exchange and Di, basically got over written. But the agreement that he and I have is to give it a year. And if it's not, you know, what we needed to be, then he said he left the door open for me to come back and wine complained or whatever.

BRIAN

1:29 Okay.

BRIAN

1:41 Okay.

BRIAN

1:49 Yup.

BRIAN

2:07 No, that's fair enough. You know, I understand that. I just know that, you know, we've been talking to some BuildOps people and they have, you know, actually, I just talked to one out in Missouri yesterday and he was like, yeah, they definitely over promise and under perform. So I just wanted to...

MARTY

2:10 Yeah.

MARTY

2:25 That, that would be an accurate statement that's why I didn't say everything's going great, man, you know, and all that. I've saved a passing grade. Yeah, but they definitely over promise and under performing, and I've held their feet to the fire, you know, but.

BRIAN

2:29 Well, I was trying to see.

BRIAN

2:35 Senior...

BRIAN

2:39 Screen. Yeah, yeah, you can turn one off stuff on it. So.

MARTY

2:45 I have to be or not, but I did want to make sure you knew and understood what happened. Like I said, if they had been left on how to set up to me, I would have known with you gosh.

BRIAN

2:55 Well, Marty, I hope you continue to be a service trade advocate. And yeah, if it starts to continue, if we continue to underperform, then, you know, we're always here. I know Jay, we'd love to start up the conversation again. We'll be here and we're only getting better. We've you know, we've actually got a company meeting this afternoon, so, I'm sure there will be something interesting including coming out this afternoon, so, but...

MARTY

3:21 Well, let, letting your team, you know, that work so hard with us. It was definitely political.

BRIAN

3:28 Well, I will, J is actually sitting diagonal from me right now and I'll be happy to telling them.

MARTY

3:34 Okay, Brian. Thank you.

BRIAN

3:36 All right, Marty. You have a great day and look forward to seeing you soon.

MARTY

3:39 Okay. We'll talk again soon. Alright. Bye bye.

BRIAN

3:40 Yup. Bye.

The End