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Feature

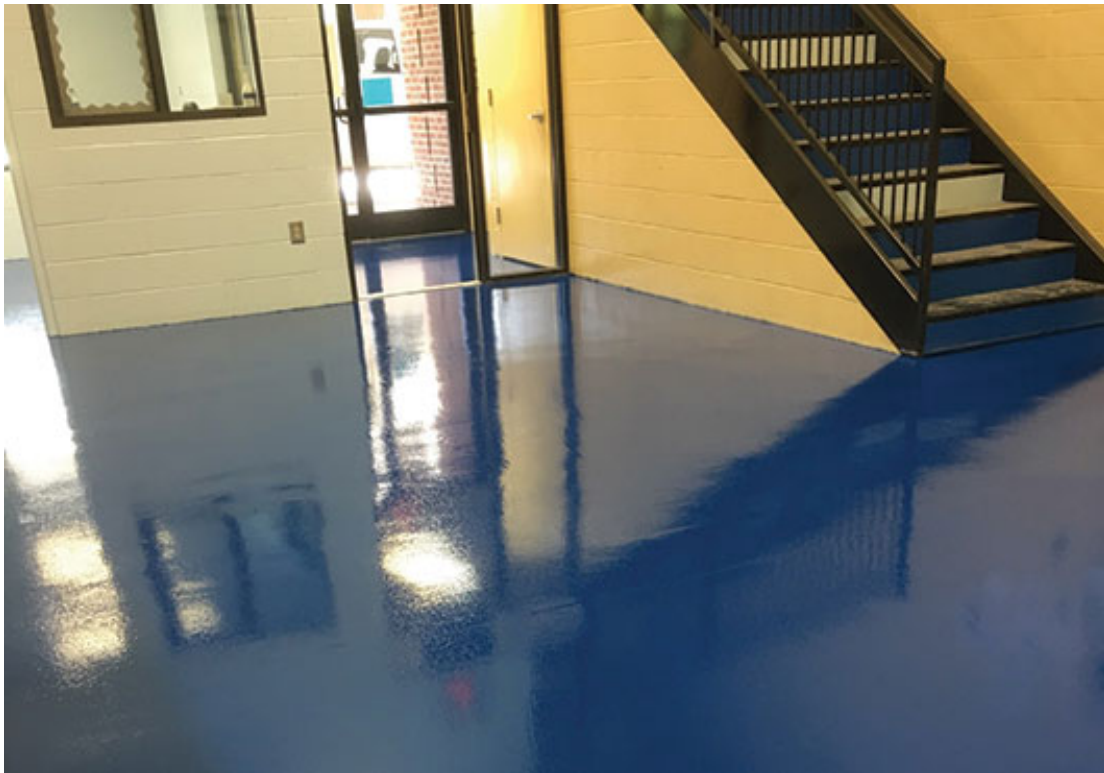
A ONE-STOP SHOP IN GEORGIA AND TENNESSEE

Consolidated Facility Services, Inc. provides turnkey services to clients

👤 Tiffanie Reynolds



It's all in the family at Consolidated Facility Services, Inc. Roan Walker, human resources manager (left) and owner and President Patrick Walker (center) are training son Ryan Walker Jr., Vice President of operations, to carry on their legacy.



Specialty coatings services include epoxy coatings, urethane coatings and polyaspartic coatings—all part of Consolidated Facility Services, Inc.'s portfolio.

Patrick Walker founded Consolidated Facility Services, Inc. (CFS) after being laid off from his job of nearly two decades. Having spearheaded many processes for his former facility management employer to achieve success, he thought, "I can use those same processes in a business that I own and build a legacy here in Atlanta, Georgia."

That's exactly what inspired Pat in 2004 to create CFS. The company provides turnkey services for small commercial properties as well as commercial janitorial, maintenance and construction services for retail, medical, industrial, commercial and institutional clients. Pat's goal is for the company to function as a single source for his clients' facility needs, operating 24/7.

CFS' current clients include shopping center managers and colleges and universities, like Georgia Piedmont Technical College in Covington and Georgia College in Milledgeville. Crossing state borders, the company also provided janitorial services to courtrooms in Nashville, Tennessee, and concrete polishing for an art warehouse in Delray Beach, Florida. No matter what or where the job, CFS can build, maintain and restore it—and its repeat clients are proof that the company consistently meets this promise.

Setting Precedents

CFS' renovation and developmental construction services provide clients with one service provider that can build, repair and clean/maintain their facilities. More than half of CFS' services are janitorial. This is not just simple office cleaning—the firm specializes in full-service cleaning, including stripping and waxing floors, carpet cleaning and pressure washing. The remainder of work comes from the firm's general contracting arm, a division that provides tenant build-outs and renovations, specializing in condominium remodeling.

Pat says, "I have a condo building I've been working in since 2007. I've probably remodeled 150 to 175 condos in that building alone. The funny thing is, all these clients have come by referral and word-of-mouth. I've tried to refocus my efforts on more commercial work, but my company's reputation precedes me, and I'm constantly being contacted by the condo owners to provide the work they need. I guess putting the client first has set quite the precedent here."

Another client, Hartsfield-Jackson Atlanta International Airport, engaged CFS to do waterproofing and tile replacement in one of its restrooms. During this time, the client discovered there was a leak and assumed it was tied to the CFS-contracted renovations. "We investigated and discovered the leak was in the common area and the result of another contractor's error, not our own," Pat says. "We helped Hartsfield fix the leak regardless. Going above and beyond what was required of us is what sets us apart; and it speaks to why I started this company with a commitment to integrity and providing high-quality service to all clients."

Always striving to add value, Pat recently found himself in a position to help a long-term client. "He had a leak at his three-story condo property. When I visited him at the site, I was able to save him money on the repair just by asking the right questions," Pat says.

Company, Customer, Employee Connection

One thing Pat was inspired by at his prior firm was a philosophy called the "fairness triangle." Pat explains, "One side is the company, one is the customer and the other is the employee. At any given time, neither one is more important than the other. For us, it means that if we focus on employees and customers, it will lead to a successful company."

To Pat, the big difference between self-referencing as a "mom and pop" versus a family-owned business is found in his business growth goals and employees' progression. Pat is passionate about his managers and employees achieving success. He says, "I not only promote my staff internally, I encourage them to find what works for them—even if it means they move beyond CFS to a larger company or even start their own businesses."

Training is another way Pat encourages and promotes his employees. It's a big part of the culture. "Because my focus this year is on project management, all our employees are undergoing project management training. And, last year, all staff went through OSHA 10-hour and 30-hour safety training for a construction project with the local Veterans Health Administration. These are skills that will continue to enhance how our staff performs and will advance their careers."

Leaving a Legacy

Today, Pat's son Ryan is a project manager in training at CFS. Pat says, "Ryan's been designated as my exit strategy. He's learning how to run jobs and other parts of the business. He's been working for me for a while, so my plan is, within the next five years, he will be able to run a division of the company. He's not afraid to work, he's not lazy and he understands that our job is not an 8-to-5 or Monday-through-Friday commitment. I think, when the time is right, he's going to be a great leader."

As for Pat, he's continuing work as usual and doing what has worked for him for the past 15 years. He says, "Let's say I give my word to provide services for \$100, but it actually costs the company \$120. I'll still charge the client \$100. I believe honesty and integrity is very important, and because I keep my word, the next time the client is going to come back to CFS."

Honesty, integrity and staying true to a promise—Pat Walker and CFS exhibit these "family-owned business" values to clients while providing forward-looking incentives to employees. For CFS, that's a winning strategy.



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Tiffanie Reynolds is a marketing and public relations professional in the AEC industry serving firms ranging in size from 100 to 22,000 employees across the globe.

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