



Tim Fox & PlumbCall Gladstone.

An article by Eric.

### **First things first, Who Is TIM FOX?**

I'm Tim Fox, a 26-year-old plumber from Bundaberg with ten years of experience in the industry. I recently took on my own Business in Gladstone under Plumbcall Australia.

### **What Inspired you to become a Plumbcall Business Owner?**

While working for Cameron in Plumbcall Bundaberg, Cameron allowed me to grow and expand my knowledge and skillset by allowing me to help manage and run the Business alone by overseeing the clients and day-to-day operation of a Plumbcall Business while organising jobs for the Team. I was also given opportunities to travel to other franchises to manage and help their Business for small amounts of time, allowing me to really understand the complexities behind owning a Business. I embraced the challenge and wanted to try this out for myself. This gave me the desire to have a Business of my own and grow more as a person and as a plumber.

**That's Fantastic, Tim, so what are the biggest challenges you face as a Business owner?**

The biggest challenge I face as a new Business owner is stepping out of my tech mindset and into the perspective of running a Business. While I have experience in managing other Plumbcall franchises, I am now out on my own, operating my own Business.

**You have had to move away from home to start up your Business. How have you found the transition?**

Moving to Gladstone from my hometown of Bundaberg was a little heartbreaking and stressful at times. I left my family and friends to start a new challenge in a town I'd only visited once or twice. However, making a move with my new partner and quickly building new friendships from day one made the move and being excited for my new journey much more accessible. This jump has opened the door for endless opportunities for my career progression, and the support I've received from other Plumbcall employees, my partner, family, and friends have helped make the transition to Business owner almost seamless. As for the Business side, changing my mindset from a tech to a Business owner was almost like a light bulb moment; realising words of guidance from the people around me helped me to understand that they are like two sides of a coin, a tech where you have your set jobs to do and go home not worrying about tomorrow till the day and a Business mindset of always keep moving forward and being proactive with jobs, clients, paperwork, and all the little 1% that need to be taken care of to ensure I was operating the Business as best as I can.

**Absolutely, being able to have that family support as well as business colleagues, creates great balance in you as an individual. You have had a lot of experience as a Plumbcall tech before becoming a Business owner; how has that helped you in your Business today?**

Working as a Plumbcall tech meant I already knew how the Plumbcall Franchise operated regarding expectations, policies, procedures, and systems. Being given opportunities as a tech to grow and learn about Business management really helped me see my own potential. In a way, it was like riding a bike. Being a tech gave me all the knowledge and skills I knew I needed to succeed, and now as a franchisee, my training wheels have come off, and I have been set up for success.

**So true; we at Plumbcall strive to bring out the best in our techs, from apprentices to fully qualified, in hoping that one day they may want to take on a business as you have done. You've also come from a large Team to an individual; what do you prefer?**

Working within a Team and working as an individual both have their differences. It can be challenging at times working as an individual on larger jobs, knowing you don't have a second set of hands to assist, or when the jobs folder is overflowing, and you know it's up to only you to get everything done and keep clients happy. In saying this, the satisfaction of completing those jobs is much higher knowing you've had to finish it alone. Working in a Team is still rewarding, relying on someone to assist with jobs and clients and having a good workplace relationship.

### **Which leads to what are your goals for your Franchise?**

My goals are simple: to provide quality service to my clients, build and expand my Business and continue growing my own individual skills. First and foremost, my clients are my number one priority. I want to ensure they receive the best service possible. I would also like to build up my clientele base to be the go-to plumber for the Gladstone region. I am currently running this Business independently, so to be the go-to Business, I would need to expand the Business and hire a couple of employees. I would also like to guide employees on their career progression journeys and assist them in opening a Business of their own one day. As an individual, I plan on completing further education and training to upskill in the plumbing sector with all this career offers.

### **What is the most important thing for a franchisee to remember?**

It is important to remember that all branches of the Franchise build up the Plumbcall name. One's success is everyone's success. It is important to remember we are all on the same Team and to provide support and assistance to other franchisees where necessary.

### **How important to you is your marketing and advertising?**

Very important. Building up a good name will make me the go-to plumber for the Gladstone region. Small regional towns often spread their opinions by word of mouth, so ensuring I leave all consumers 110% satisfied is critical. A well-done or poorly-done job will make it around town very quickly.

### **What advice would you give someone considering joining the Plumbcall Network as an owner?**

Leap! Plumbcall is a great franchise to be a part of; someone is always available to assist and help you get on your feet. You only know what you're capable of once you give it a go. When considering becoming an owner, your plumbing skills are already established. You have to learn the administration and management skills that accompany owning and conducting a Business now.

**Thanks for your time, Tim.**