



Monthie Mechanical, Inc.

109 Westhampton

Lexington, KY 40511

Phone: (859) 255-8081

FAX: (859) 253-1106

www.monthiemechanical.com

**BBB Accredited since March
1994**

Kim & Jeff Monthie, Owners

Monthie Mechanical has a mission statement: "Set the standards by which other HVAC companies are measured." The Monthies say that being Accredited with the Better Business Bureau helps them maintain those standards of excellence.

"We knew that one of the most important things we could invest our money in was BBB Accreditation. We consider the BBB one of our business partners. Not only is it a resource for the public, but for us as a business. We have used the dispute resolution services. That's great because it helps bring forth the issues at hand, and possibly save a customer."

The Monthies also like the new graded BBB reporting that feature A+ through F letter grades to business reports. "It allows customers to get a better feel with a letter grade for where we stand and our reputation," says Jeff. He also says it's great that his company can use the BBB to check out other vendors and suppliers before doing business.

Monthie Mechanical began business in 1993. Jeff got introduced to working in the heating and air conditioning industry back in the mid-70's, even moonlighting evenings doing that kind of work while working as a construction inspector days. His and Kim's first child was on the way, and the couple decided "something has to change" with their different jobs. So they began to visit the idea of starting their own business. "Starting a company from scratch is not easy," says Kim. "We talked about it for two years. What finally made us take the plunge was the fact that a telephone directory advertising deadline was upon us. We knew part of our success would hinge upon that advertising. So we did it, and placing that ad made it real, and there was no turning back."

Jeff and Kim says that Monthie Mechanical's success can be attributed to this philosophy: "Look for best practices. Find them, implement them. Sell a good product, offer value for the price. Hire the right people and treat them as if they matter. Keep improving and never, never rest."