

e 1 - Giving Yourself The Gift of Responsibility - Rick

author:



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Synopsis

The host, Joe Crisara, "America's Service Coach" from Service MVP interviews Rick Picard from Rodenhiser Plumbing, Heating and Air Conditioning.

In this episode, learn how over time, to develop yourself and team members to grow a profitable home service business.

As the owner of your business you must take ownership and responsibility of everything in your business.

Listen to Joe and Rick to learn how and how to get inspired to grow your business with The Gift of Responsibility".

Contact Joe Crisara Service MVP.

Podcast Episode Transcription:

Welcome to the service MVP podcast this is where you go to learn how to use pure motive service to create higher value to grow your results grow your results and now here is your host of America's service sales coach, Joe Crisara - alright everybody welcome to the service MVP podcast I am America service sales coach Joe Crisara and on today show our inaugural episode we do have with us one of my very best and dearest friends his name he's he's famous regionally in the New England area but he has now become a worldwide phenomena after many years of OK have a good friendship with me I like to introduce my friend Rick Picard Rick welcome to the service MVP podcast for our first episode thank you so much for being here well this job so honored that you would invite me to trade step aside and I'm honored to be here well Rick today show we're gonna charge column interesting subject it's called giving yourself the gift of responsibility when I asked you I said well you know I got some subjects of course they're all kind of sales these subjects and you like well I think this is the one we should do first to make sure that let's start out with this and you could call it the gift of responsibility right and so Rick let's talk about it goes this show is made for service professionals who are trying to achieve better results and you know you know you are a guy who tell us a little bit about your background and the different results you've got so people can understand you know where you started and where you're at right now yeah I I started out as a service installer I matter of fact I installed my first furnace in 1979 so I'm aging myself a little bit and then I went through the ranks as a service guy and installer and then I became a salesperson so I've been serving my customers in the sales aspect for probably 20 years now and and with your help and some

good coaching from you and some hard work for myself I've I've done pretty well I mean that I'm on pace to 12 million in sales this year I think one of the things that's helped me the most to be effective is what the topic to talk about tonight as well responsibility that's really great Rick and you know you know throughout throughout the our relationship I did see kind of like you've gained momentum in this area too I mean when I first met you you're like Joe what can I do I mean the you know the competitions already charging 1800 bucks for a furnace and I'm at 2500 bucks remember back in the day I agree with the 2002 thousand it sounds ridiculously even saying numbers like that doesn't know but that's that's what it was like 2007 I think it was or something like that and you're like I'm already I'm already \$700 higher Joe you can't do anything about that and you're right you you're kind of denial of the responsibility a little bit I said Rick and the problem is you're only \$700 high it should be 20,000 higher than then people got something to talk about and you know kind of blew your mind I think at the time and and you kind of you kind of saw that I think when you and I get together that I think it's part of our relationship is built on that right that we we built it on the thing that you neither one of us would explain things that was

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