



Mission 007 Latoka- ASHI REPORTER April 2015

Mirowski Inspections is a full-service inspection company in Springfield, MO, and this year our business grew rapidly from three to five inspectors. To ensure that our team is speaking the same language, (customer service and report writing,) we needed to find a new way to measure our individual inspectors, especially since every home, every client and every agent is a unique experience.

Now, who doesn't like a little mystery, a bit of clandestine excitement on occasion? Sure, we see a lot of things that make us scratch our heads – interesting findings of critters and intriguingly repaired projects – but 007 is not the norm in a home inspection business.

One of our staffers, Chelsea, had a great idea to accurately compare the steps our inspectors were taking and what our learning curve was going forward. Our owner, Steve Mirowski, knew an investor with a perfect property for a fun and covert inspection operation. "Mission 007 Latoka" was formed.

We retrieved the key and began the task of scheduling. Our mission: to have each inspector inspect the same house without the others knowing.

Now I digress for a moment to tell you that one of the things we try to do at our office is keep the lines of communication open. We found that frequent staff meetings and having our inspectors work together forges better colleague relations. Due to those great lines of communication, our team often discusses properties and things found. Thus the "cat was out of the bag" a little early in the game. Still, the mission was a great success.

During our staff meeting, we printed all four summaries for comparison. It was a fantastic learning tool and was exciting to see the inspectors were speaking the same language and following the same standard of practice. Of course, there were some differences in technique, but the foundation on which we conduct our business was solid.

Mission 007 Latoka was a fun and interactive training tool that we may keep in the playbook for the future. I would recommend it to any multi-inspector firm! This message will self-destruct in 3, 2, 1...

Mirowski Inspections
Springfield, MO