



By Kathy Bowen Stolz

At Legends Architectural Stone, customer service starts from the word "go," according to Pat Wilson, president

"Integrity and customer service are paramount in all facets of our business. Our objective is to be recognized as an organization that is approachable and exhibits expertise and knowledge in our field," he added.

Wilson noted that he and his partner Jimmie Morris have more than 30 years of combined experience in the architectural stone business. Wilson focuses on sales and operations while Morris oversees the financial aspects as chief financial officer. They started the company in 2013.

Having served honorably in the U.S. Marine Corps together, they designed Legends Stone to continue the same core values and ideals they learned in the Marines, especially the three pillars of honor, courage, and commitment. They continue to recognize those who serve others. "We offer discounts to our active military, veterans and first responders," Wilson stated.

"Communication is key to customer service. We have the ability to empathize and to connect with the customer. There's a lot of emotion tied to buying or renovating a home. We want to ensure our clients are well informed about the variations within our products to minimize any surprises or a 'buyer letdown.' If we explain that ahead of

time, they're not disappointed.

"We focus on our customers never having 'buyer letdown.' Our customer's experience is important as it's a direct reflection on our clients who refer repetitive business to us; therefore, each and every experience is important," Wilson continued.

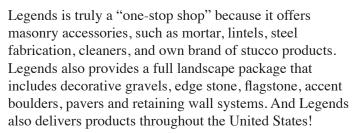
"Our customers come to us for an aesthetic value that meets the needs in their projects. We assist our customers to select the right product by discussing colors, textures, and shapes while providing the best value for their budgets."

Legends Architectural Stone customers are custom and production home builders, architects, general contractors, masons, designers, landscapers and pool builders. These customers use its products for exterior elevations, interior accent walls, summer kitchens, landscaping, retaining walls, fireplaces, outdoor living and driveways. In addition, Legends provides cast stone services for balustrades, columns, ornate window trimming, custom door entries, column caps and more.

"Sometimes natural stone is not the answer; therefore, we offer several brands of manufactured stone, such as Cultured Stone, Creative Mines, and more. Legends also offers several lines of residential/commercial brick, as well as reclaimed brick," Wilson added.







Wilson said Legends Architectural Stone buys directly from selected quarries domestically and globally. In fact, he visits the quarries once or twice a year to select the raw product himself. In addition, Legends offers stone fabrication services for specialty products, such as fireplace mantles, door entries, cladding, columns and more.

But there's also a retail aspect to Legends Architectural Stone where homeowners can buy the products directly for their use. Those purchases are most frequently homeowners buying natural stone thin veneer and hearthstones for fireplaces. "Our website does a tremendous job for us generating retail customers. As we've grown, our retail business has grown," Wilson noted.

His goal is to double the size of the company's sales in the next five years, continuing to be fiscally and operationally smart. While a company needs a certain infrastructure, such as equipment and space to grow, that foundation for Legends Architectural Stone is already in place. "All we need to do is add people."









As the operations guy in the company, Wilson said he is very detail oriented. "I dot every 'i' and cross every 't.' That's the Marine in me."

The US Marine Corps truly shaped Wilson. Realizing he needed to mature and build confidence, he joined while still 17, even skipping his high school graduation to start boot camp as early as possible. He chuckled when he said he was standing on yellow footprints being berated by drill instructors from every angle as his classmates were wearing their caps and gowns getting their diplomas.

Joining during the week of invasion of the Iraq War (January 1991), Wilson spent 10 years on active duty and then another year in the Reserves, assigned to Marine Corps Security Forces, Motor Transport and Logistics and various administrative duties. He continues to use daily the logistics skills he learned while managing missions and unit deployments while serving as a U.S. Marine.

Recognizing other veterans, the Legends Architectural Stone supports Operation Finally Home, a nonprofit organization that works to help rebuild lives by donating homes that are mortgage-free and custom-built. By helping severely wounded or disabled veterans or the widows of the fallen, the organization hopes to get the veterans' lives back on track and help them become productive members of their communities.



For more information about Legends Architectural Stone, email info@legendsstone.com or visit www.legendsstone.com or call 281-377-3434.

The company is located at 7309 Schneider St. Houston, TX 77093.



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281-377-3434 7309 Schneider St., Houston TX 77093 www.legendsstone.com pat@legendsstone.com Pat Wilson, President • A Veteran-Owned Company

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