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Builders Post-Tension
Offers 'Mom and Pop'
Customer Service

INSIDE SHOWCASE



Builders Post-Tension Offers 'Mom and Pop' Customer Service

By Kathy Bowen Stolz

"Big company expertise with mom and pop customer service" is the way Greg Tomlinson, president of Builders Post-Tension (BPT), explains his company's approach since its founding in 2001. "We're the kind of operation where a construction superintendent can call the guy who owns the company to solve a problem," said Tomlinson. "We know there are going to be issues in any construction project, it is just the nature of this business. We strive to solve problems as quickly as possible to avoid jobsite slow-downs. BPT always has the materials and services our customers need."

Builders Post-Tension extrudes and fabricates its cable from raw strand. Its certified plants have been PTI-certified since its founding, Tomlinson noted proudly. "We not only meet but exceed the guidelines from the Post-Tensioning Institute."

In addition to PT cable, the company's inventory includes

rebar, wire mesh, stirrups, corner bars, tape, poly, mastic, anchor bolts, mudsills, and most other tie-down products. In addition to PT slabs, it also sells materials for conventionally reinforced slabs. BPT's field services include coordinating stressing operations with partnering engineering companies. They also track pour dates daily to ensure cables get stressed according to the engineer's specifications. BPT's experienced staff can install post tension slabs and perform post tension repairs for high-rise and slab-on-ground projects. They will even calibrate other companies' stressing equipment.

BPT has offices in Houston and Dallas/Ft. Worth. The company serves the state of Texas and beyond and is able to ship across the continental United States and into Mexico. "BPT's shipments include all of the necessary concrete reinforcement materials to get the customer's foundation completed in a timely manner," Tomlinson said.



Much of the company's business comes from single-family and multi-family home construction, but it also provides services for tennis courts, commercial slabs on ground and high-rise commercial structures.

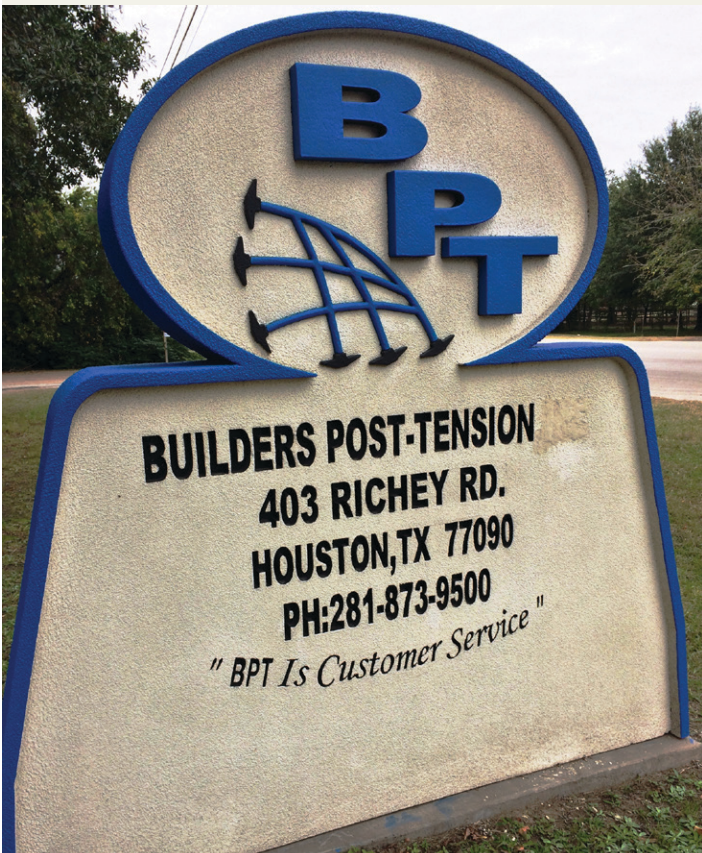
BPT's 2015 sales hit \$25 million in Houston and \$7 million in Dallas/Fort Worth. The average price of one of its packages is \$2500.

Brian Q. Conley, Tomlinson's business partner, oversees the company's sales operation while Tomlinson focuses on the day-to-day operations, and both worked together at another post-tension company. "It's a perfect marriage," said Tomlinson. "We share the same philosophy and the same goals but have different strengths." They each have almost 30 years of experience in the business and their Dallas office principals add even more.

BPT employs 50 people in the Houston office and another 15 in the Dallas office. Those employees work in accounting, inside sales, outside sales, estimating, fabricating and field services.

Tomlinson shared that 60-70 percent of the shop and office employees have been with Builders Post-Tension since Day 1. "We don't have a lot of turnover. We think the only way to make customers happy is to make employees happy. We don't micromanage. We believe in hiring the right people, giving them the tools they need to succeed and letting them do their jobs."

Builders Post-Tension also rewards all of its employees by paying them regular bonuses when the company is doing well. "It's the 'Circle of Life' for us. I'm a big believer in karma. Being honest, above board and doing things the right way will come back to you. Happy, contented employees will provide outstanding customer





service and make for happy customers,” Tomlinson said. And the company’s motto is “BPT is customer service.

In fact, what Tomlinson likes best about his job is taking care of customers and having happy employees. “I get a lot of satisfaction from that. I’m very proud of having happy, long-term employees. The employees have our back, and they take care of our customers. That’s a big deal to me.”

On the flip side, Tomlinson said it can be a challenge to keep up that high level of customer service, getting things done in a timely manner and making sure customers have what they need. “But this is our commitment and this is what defines us,” he added.

During the next five years, Builders Post-Tension plans to grow their market share in both of their locations. Dallas/Fort Worth is centrally located in the U.S. and is ideal for shipping its products all over the country. Tomlinson explained that the company just bought a rebar stirrup machine for its operations to better serve its customers all over the U.S.



Tomlinson concluded by touching on one of his favorite topics, charity. “Builders Post-Tension supports a lot of charities all over Texas,” he said, “but three of our favorites that we go out of our way to help in our local community are the Greater Houston Builders Association’s Adopt-a-Family, Operation Finally Home and Home Aid Houston. We are a big believer in giving back to our community.”



Greg Tomlinson

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