

The Team  
of  
Magnolia  
Heating<sup>and</sup> Cooling





**MAGNOLIA**  
**HEATING AND COOLING**  
— COMFORT YOU WANT TO GO HOME TO —

A<sup>+</sup> Magnolia Heating and Cooling, we understand that most people have had at least one negative experience with a contractor.

That's why we always strive to go *above and beyond* to make your home improvement experience the standard to hold all others.

Our team is dedicated to *exceeding your expectations* and *providing exceptional service* every step of the way.

Once upon a time, in the town of Riverside, there was a special place called Magnolia Heating and Cooling. It wasn't just any ordinary place – it was a magical team of people who brought warmth in the winter and coolness in the summer to homes all around.

Let's meet the amazing members of this team!



Alan and Esteban were like two bright stars in the sky. They were studying at RCC's HVAC program, which is like a school for learning about heating and cooling.

While they were busy learning, they also worked at Magnolia Heating and Cooling.



They answered phone calls with *smiles in their voices*, making sure every customer felt heard and cared for. They were like the friendly voices on the other end of the phone line.



**M**agnolia has a remarkable maintenance team of recent graduates of HVAC school **Drew, Ryan, and Christian**, who worked their cleaning magic on homes. The Service wizards **Josh and Nick**, masters of diagnosis with HVAC skills that add enchantment and comfort at every house they visit.

They didn't just fix heating and cooling systems; they brought warmth to the coldest winter nights and cool relief to the hottest summer days, all with a sprinkle of magic.

In the Magical town of Riverside, **Magnolia's service and maintenance** team's reputation for excellence and their enchanting abilities continued to grow, ensuring that every home remained a place of comfort, warmth, and pure magic.



★ Among them, **John** was the wise wizard, leading the skilled service team. He had been on the Magnolia team for about 10 years!

His experience was like a **treasure chest of wisdom**, which means he knew a lot of important things.

He guided the team with care, making sure every problem was solved just right.



When there was trouble in the air, **Kirk** was the hero who came to the rescue. He was like a troubleshooter magician, especially skilled in the ways of **Daikin systems**. Daikin systems are like special machines that make the air just the right temperature.

If a system misbehaved, Kirk would arrive with his bag of solutions and make everything right again. He was like a **magician** who fixed things with a snap!



Jesse wasn't just a pretty face; he was the company's superhero. He fixed problems with a wave of his hand, well not really, but he was super good at fixing things.

He also sold new systems like a master storyteller, which means he was really good at explaining why people needed new machines. He was like a super helpful friend!



Paul was like a guiding star, always lighting the way for his fellow team members. He shared his knowledge generously, which means he liked to teach others what he knew.

He helped the new staff members learn how to do things, like showing them the ropes.



Becca, with her heart full of love for animals and family,  
was a treasure to behold.

Even though she lived far away in sunny  
Arizona, her spirit remained intertwined  
with the family business.

She made everyone feel warm and  
happy, just like the heaters  
she worked with.





At Magnolia, there worked Brenda, a marketing maestro, she poured her heart into the business, igniting it like a spark. Brenda's marketing prowess made Magnolia Heating and Cooling bloom, drawing customers from far and wide.

Beyond business, Brenda was a community beacon, inspiring students to believe in trade success. Her story shows that hard work, honesty, and integrity can steer anyone toward success and inspire others along the way.

Mr. Smith, Eric, was a beacon of wisdom and guidance,  
sharing his journey with everyone.

He was the heart of the company, which means he was really  
important and cared a lot about everyone.





And then, there was Sarah, the conductor of the customer service symphony. With her magical multitasking, she orchestrated appointments and made sure every technician was where they needed to be.

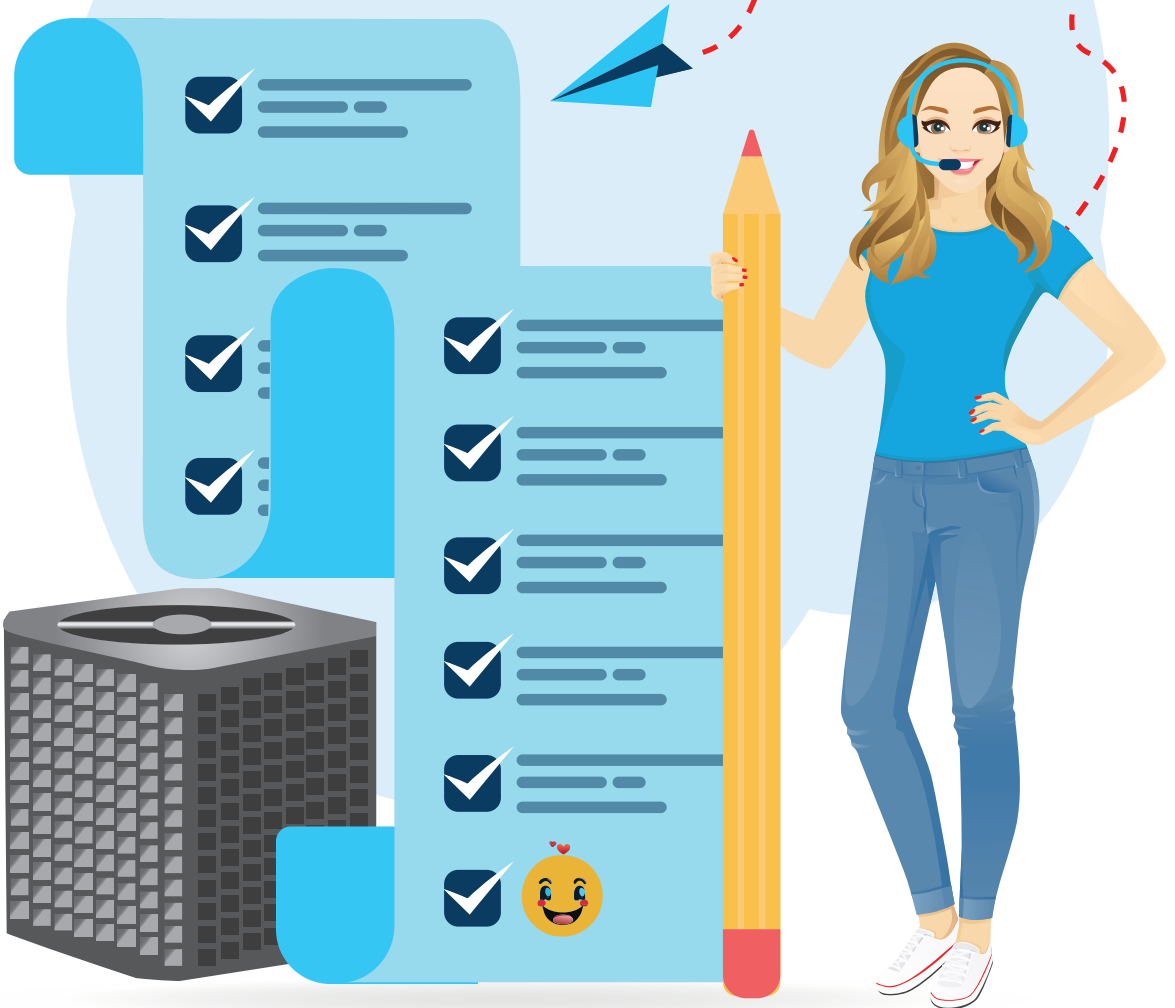
She was like a traffic controller who made sure everyone went to the right places. She made the company's day shine brightly!




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Bianca, the adventurer, oversaw HVAC projects with a heart full of excitement. HVAC projects are like big missions to make homes cozy.

She made sure that every installed system brought joy to the homes it served, just like a fairy spreading happiness.



An illustration of a man named Bobby, a HVAC specialist, standing in an attic. He is wearing a blue short-sleeved shirt with a name tag that says "Bobby" and a logo for "MAGNOLIA" with the tagline "PROFESSIONAL SERVICE". He is also wearing black pants and black shoes. He is holding a yellow flashlight in his right hand and has his left hand on his hip. Behind him is a blue A-frame ladder. The attic has wooden walls and a wooden floor. The lighting is warm, with a spotlight effect on Bobby.

**B**obby was a comfort specialist, matching homes with the perfect HVAC machines.

He was really curious, which means he liked to explore. He went into attics and ductwork, which are like secret places in houses, and he explored them like a detective on a mission.

He shared all his knowledge about heating and cooling with everyone.

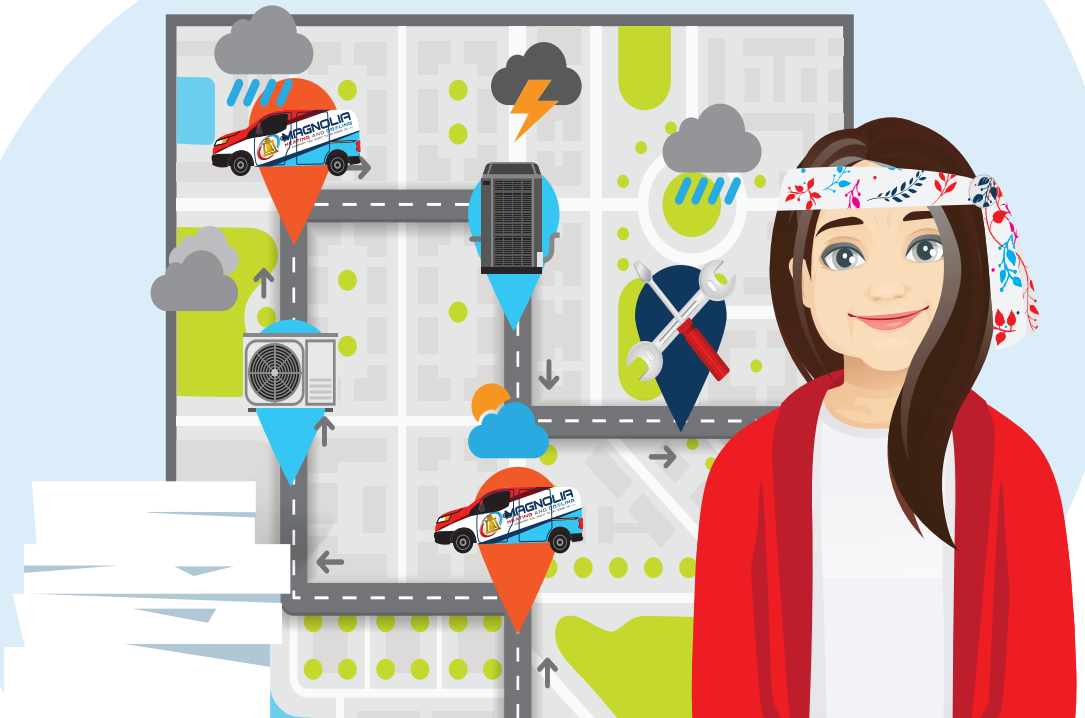
Among the magical team, there was even a character named **Doug**, who had a case of **laziness**. But his friends encouraged him to join the adventure and contribute his share of magic.

This means even though he didn't want to help at first, his friends convinced him to join in and do his part.



Li had a unique role, weaving through the maze of permits like a skilled navigator.

She made sure everything was ready for the team's projects, just like a mapmaker making sure everything is in the right place.



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And then there was **Steve**, the **HVAC wizard**, who could manipulate air and temperature with his magic touch. HVAC wizard means he was really, really good at controlling the air in homes.

He had a **toolbelt**, like a special belt with tools, and he went on cooling adventures every day.



The installation team, led by the **three Mikes**, was like a trio of heroes. They were really good at putting machines in houses to make them cozy. **Miguel** and **Hugo** had been installing the **Diakin fit** the longest together, working as a team for over 4 years.

And let's not forget about **Freddy**, the newest lead installer, who brought smiles wherever he went. **Allen**, also known as **big Al**, was great at jobs like ductwork or condenser coils, which are parts of the machines that help them work.



The newest member, **Dave**, joined as a sales consultant, and with his **magic words**, he sold the warmth and coolness of Magnolia Heating and Cooling to every customer he met.

He was like a **storyteller** who told people why they needed the **special machines**.





Together, they formed the enchanting team of **Magnolia Heating and Cooling**, spreading comfort and joy to every home they touched. And so, the **magical journey** continued, one home at a time, as they made **Riverside** a cozier and cooler place to live. Just like a **big group** of friendly wizards, they used their special skills to help everyone.





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