

**CONSUMER  
CHOICE AWARD  
2018  
VANCOUVER**

## VANCOUVER CONSUMERS MEET WITH... DEAN CARMAN *from*

### THE GARAGE DOOR DEPOT OF GREATER VANCOUVER

The Garage Door Depot of Greater Vancouver is a 3-year Consumer Choice Award winner in the category of Garage/Overhead Doors, in the region of Vancouver. The company has been in business since 2005 and is Vancouver's leader in Commercial and Residential Door sales, service and installations.



#### **CONTACT INFORMATION:**

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#### **WHAT DOES IT MEAN FOR YOUR COMPANY TO BE VOTED BY CONSUMERS AS YOUR CITY'S BEST?**

For me, it speaks to the quality, dedication and professionalism of our staff and their commitment to helping us be recognized as the best in our market.

#### **WHAT IS IT ABOUT YOUR COMPANY YOU FEEL SETS YOU APART FROM YOUR COMPETITORS?**

Our "company culture" I believe is a big part of what sets us apart from our competition. We all fundamentally sell the same products and services. It comes down to our delivery. Our culture is one that puts the customer first in all that we do. We want them to be 100% satisfied and we want them to be so happy they let others know about it.

**HOW WILL WINNING THIS AWARD AFFECT THE WORK YOU DO MOVING FORWARD?** Of course, we hope that our customers see the value in the Consumer Choice Award and align that to us as being a top quality company to work with. Beyond that, if I'm being honest, we just want to keep winning year after year. So the impact is that we will continue to strive to be the best in our market so that each year we do win the award.

**WHAT IS THE BIGGEST RISK YOU HAVE EVER TAKEN IN BUSINESS?** Being in business is a risk all on its own and I mean that largely from a financial security perspective. Day to day though I tend to be very aware of risk and try to limit our exposure to it. My employees expect that of me as it impacts their security too. I think every business owner takes a degree of risk from time to time, but "great" business owners learn how to be successful by managing and

**BUSINESSWISE, WHAT IS YOUR NEXT BIG STEP?** In 2010, we began opening other locations in Canada through franchising which later evolved to a licensing model. We have nine successful licensed locations spread across the country, and I look forward to adding more licensees in the future.

### **GETTING TO KNOW DEAN CARMAN**

**MY BUSINESS MOTTO IS...** "The Garage Door is the NEW FRONT DOOR"

**WHAT I LOVE IN MY JOB...** It's dynamic and never boring. I love "building" a business.

**RECENTLY I LEARNED...** Some great leadership concepts in "Leaders Eat Last", a book by Simon Sinek.

**MY BIGGEST MISTAKE IS...** Trying to grow the business too fast.

**DURING MY SPARE TIME I LIKE TO...** Read, travel and spend time with my family.