

Delivering the Ace Promise

Kim Porter and her husband, Ken, launched their Ace Handyman Services® franchise in Shorewood, Illinois, in late 2022. However, their journey was unique because Kim previously worked for the Ace Hardware corporate marketing team for several years.

"I had a deep appreciation for the brand and really respected the Ace retailers," explained Porter. "I originally thought I was going to be a retail owner, but as I started

learning more about the handyman services, I knew it was smart to go in that direction."

Ace Handyman Services has always had a

strong reputation in the communities it serves because it embodies love, respect and appreciation.

"Consumers were getting great customer service

in the store, so the idea of bringing that experience into their homes seemed like the best way to close that circle," said Porter, who understands how important professional and reliable handyman

services can be for homeowners.

"My mom was an aging widow, and she struggled with finding assistance to come to her home to do projects," Porter said. "People would cancel or even take a deposit and just not come back. There's a propensity to take advantage of older homeowners."

Having that experience, the Porters thought if they could help someone else's parents, they would be doing a great service. From their office staff to the craftsmen they employ, the husband-and-wife team strives to deliver on

the promise that consumers have come to expect from Ace Handyman Services.

"It's not only about customer service and being helpful in the community; I really enjoy building a team that believes

in the same thing. We impress upon new hires that delivering on the Ace promise is critical. It brings me joy when a customer calls to request a specific craftsman – which happens a lot," said Porter.

She also gave credit to the Ace Handyman corporate team for the support it provides to owners.

"They have been great in listening to input and feedback from owners on how to better integrate the handyman services with the Ace Hardware retail stores. From being out in the field to conducting monthly virtual meetings, we feel heard," Porter said.

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