



Award-winning Franchise Owners

Feel 'Blessed' to Be Part of GPI



Gerry and Susan Millen of Regina, Saskatchewan, were looking to try something new. Gerry had spent more than 35 years working in the residential and commercial construction field, with nine more years of appraisal experience and three years working as a new-home builder. Susan held a job with the Saskatchewan government. In 2007, the Millens decided to start their own home inspection business, and in 2008 they opened their Global Property Inspections franchise.

“My father always said, ‘Use your brain instead of your back.’ It took me 61 years before I listened to him,” Gerry said.

The Journey to Selecting a Franchise

The Millens considered starting their business independently but ultimately decided that they wanted the support of a franchise system and the opportunity to promote their business as part of a national organization and “not a small-time operator,” Gerry said.

When choosing a franchise, the Millens considered the cost of the franchise, support and follow-up from the home office, and the opportunity for growth.

“GPI met all of my objectives I was looking for,” Gerry said. “Besides, Julie was so wonderful to talk with and so convincing that GPI was the only franchise that counted. I have found since then that she was right.”





Julie Erickson, director of franchise sales for GPI, works with all franchise prospects as they begin their franchising journey. “She was definitely a factor in our decision to choose a GPI franchise,” Gerry said.

Franchising the GPI Way

Today, the Millens still believe that being part of a franchise system is the best way to go. “GPI has an awesome support mechanism in place, and we like the feeling of being part of a national family,” Susan said. Moreover, the Millens describe GPI’s training program and ongoing support as “second to none.”

GPI has two trained experts on staff full time, and these employees also provide field support to GPI business owners six days a week by telephone. In addition to its trained experts, GPI has a full staff ready to support its business owners, including a marketing team that includes a marketing coach and marketing manager.

“I cannot say enough positive words to express my experience with the GPI family,” Gerry said. “Most of my work life has been as an entrepreneur, but never have I been so blessed with success as I have with GPI.”

Success With GPI

The Millens have experienced many successes with their GPI franchise. The duties of the business have grown so much that Susan was able to retire from her government job to give a hand with the administrative duties of the company. A bonus has been that this gives her and Gerry much more time together.

The rewards have also been financial, as the Millens have greatly increased their net sales year over year. For example, they expect their 2014 net sales to be 6 percent higher than their 2013 numbers, and a whopping 461 percent increase over their first year in business (2008). The Millens have worked hard to increase their sales, and that work paid off in 2014 with a GPI President’s Club Award, an award given to GPI’s top performers.

Financially, GPI and the Lord have definitely blessed us,” Gerry said. “GPI has also given Susan and I the added opportunity to share our many blessings with two other families, those of our employees and co-workers, Trevor and Dean.”