



MINUTES

Kingdom Builders Construction Industry Forum

6 March 2024



ATTACHMENT

- 1) Briefing Charts

ENCLOSURE

- 1) Devotion

MEETING VIDEO

https://us02web.zoom.us/rec/share/pyOwlk5JrXtGVVQ5QMGHZcYnveNH8Gf3YWTZqhfbk5fRlam5xxtmeQaf_XBzgmKG.tt9Tkog5oMXTvqDJ
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ATTENDANCE 19

WELCOME & PRAYER

Bob welcomed everyone and opened the meeting with prayer at 11:00 am.

DEVOTION

After this, Jesus, knowing that all things were now accomplished, that the Scripture might be fulfilled, said, "I thirst! Now a vessel full of sour wine was sitting there; and they filled a sponge with sour wine, put it on hyssop, and put it to His mouth. So when Jesus had received the sour wine, He said, "It is finished!" And bowing His head, He gave up His spirit." (John 19:28-30)

"It is finished!" It is likely that Jesus final words would have been spoken in Aramaic and also likely that He would used the term Shalom, which is interpreted as "Peace has been accomplished." Hanging on the cross, Jesus had fulfilled His mission by sacrificing His life to fully pay the debt for all of mankind's sins. There is indescribable comfort for us as believers in Jesus' final words. There is nothing left for us to do but to repent, believe and follow Him. "It is finished!"

The devotion concluded with a short video entitled: Amazing Grace

See the complete Devotion message below.

MEMBER PROFILE George Volosen | Alora Windows & Doors in VA

- In Hebrew, Alora is translated "God is light" and Alora's mission is to: Mission: Brighten homes with more natural light, reflecting the warmth and blessings of God's presence in our customers lives."
- Alora draws from a rich family history of over 30 years in European glass craftsmanship. Alora is dedicated to delivering high quality, energy efficient, soundproof triple and four pane windows.
- George has launched multiple other startups in the U.S. and Romania.
- He is married to Carmen and the couple have three children.
- His mission work includes building homes in Romania, planting churches, student and prison ministries, and support of local nonprofit organizations for people who deal with heavy addictions.
- George can be reached at: www.alorawindows.com | george@alorabuild.com | 214.235.8780

PEER2PEER BREAKOUT SESSION "Customer Engagement"



MINUTES
Kingdom Builders Construction Industry Forum
6 March 2024



Bob introduced the focus topic by asking whether the motto, “The customer is always right” is relevant today. He then offered five discussion starter questions for the P2P breakout groups:

- What does customer engagement look like in your company?
- How do you assess the effectiveness of your CE strategy?
- How far should you go to keep a customer?
- How do you introduce and enforce a CE strategy in your company culture?
- What does ministry to your customers look like?

Two groups were launched and given 40 minutes to discuss the topic.

BREAKOUT SESSION REPORT OUTS

Team A: Arlan

- Customer is not always right and a difficult customer can be a detriment to our employees.
- Need to treat our employees better than we treat our customers because in this economy, employees are harder to get and retain.
- Important to define our target market: Just as we need to define geographical boundaries for our businesses, we need to think psychographically, i.e. consider who we want to reach with a focus on customers that align with our values.
- What does customer engagement look like in your company? Give God our best.
- How far should we go to keep a customer? Not so far that we are hurting ourselves, our company, or our people.
- What does ministry to your customers look like? Be open to having conversations about more than the job at hand. Share the gospel in our conversations. Consider building time into a schedule for Divine appointments.
- Take honesty and integrity seriously. Don't commit to things we know we can't do.

Team AA: Aaron

- Customer isn't always right. Important to work with a client to define “success” so we can work towards a mutually agreed to “end goal.”
- Discussed difficulties between private clients and government clients and how language and communication has to change depending on the type of customer. Building rapport is important.
- Must be able to accept when our own employees are wrong. Acknowledge it quickly, ask for forgiveness and move on.
- Engaging clients and getting regular feedback during the course of the project and at the end. Temperature of the client.
- Keep a client as long as they aren't hurting the company. Set up filters in the beginning so we can work with like-minded clients.
- Focus effort on the landing the “ideal” clients in the beginning if at all possible.
- As subcontractors we often need to work with many customers (architects, engineers, GC's, owners, etc.) Need to understand who we can and can't work with.

Bob summarized the session sharing a few thoughts:

- C-12 has compiled a great collection of resources on the topic of Customer Engagement at:
<https://c12app.com/curriculumsearch?query=customer+engagement>



MINUTES
Kingdom Builders Construction Industry Forum
6 March 2024



- Practice the Golden Rule (Matthew 7:12)
- See every engagement as an opportunity – you may be the only Jesus this customer sees today.
- Love as Jesus loved showing mercy, forgiveness and grace.
- Genuine customer service begins with a vision of business as a sphere of life that glorifies God.

WRAP UP & CLOSING PRAYER

Group Q&A: Jason asked about how to structure salary for a Business Development professional. Several options were shared. Salary + discretionary bonus. Opportunities are too ambiguous, even when you define them well. Define clearly what you really want, e.g. Revenue? New clients? Establish KPIs and base pay on achieving those things.

Bob reminded the members of the features of the Kingdom Builders Construction Industry Forum webpage available at <https://www.goodworksinc.org/c12kb>. He also encouraged members to share topics that they would like to see addressed in future meetings.

Next meeting: 5 June 2024 at 11:00 AM ET.

George closed the March 2024 Kingdom Builders Construction Industry Forum at 12:30 pm with prayer.

Respectfully Submitted,

Arlan Riehl



MINUTES
Kingdom Builders Construction Industry Forum
6 March 2024



Enclosure 1: Devotion: Shelim (John 19:28-30) (pronounced shēlīm)

"After this, Jesus, knowing that all things were now accomplished, that the Scripture might be fulfilled, said, "I thirst!" Now a vessel full of sour wine was sitting there; and they filled a sponge with sour wine, put it on hyssop, and put it to His mouth. So when Jesus had received the sour wine, He said, "It is finished!" And bowing His head, He gave up His spirit."

"It is finished!" As leaders in the construction industry, we all know how good it feels when we, or members of our team successfully complete a challenging project and that feeling is magnified when all projects are complete and you and your customer can proudly and thankfully reflect on all that was accomplished. A completed construction project is certainly something to celebrate.

As big as completing a major contract is, this month we celebrate an accomplishment well beyond the magnitude of completing even 100 projects. In fact, it eclipsed anything that has ever happened in the history of the world and it all revolved around the simple phrase; "It is finished." Now, we know that Jesus didn't speak English. The common language in Jesus' time was a version of Hebrew called Aramaic. It is impossible to know with certainty the exact syllables that Jesus spoke. But a reasonable guess would be the word SHELIM. This is the passive form of the word SHALOM, which means "peace." Roughly translated, SHELIM means "peace has been accomplished" and this was the final declaration Jesus uttered before He gave up His spirit on the cross.

So, what did Jesus finish? What is this "peace"? Simply stated: Jesus had accomplished God's will for His life. A few days earlier Jesus had prayed to His Father saying "I have glorified You on the earth. I have finished the work which You have given Me to do." (John 17:4). Hanging on that cross, Jesus fulfilled His mission by sacrificing His life to pay the debt for ALL of mankind's sin. Peace between God and humankind could finally be realized. God's wrath against sin was satisfied. Satan was defeated. The work of salvation was finished.

There is indescribable comfort for us in Jesus' final words. We have the promise of eternal life with the Savior who won peace for us by finishing the task of our salvation. We don't have to do anything to complete His work with the exception of accepting it by faith. Our good works contribute nothing to our salvation. He did it all! Instead, our good works are the result of the faith that His Spirit has given us. We love others because Jesus first loved us. (1 John 4:19) Let's serve today, and every day, in a manner that brings attention to true meaning of the upcoming Easter holiday acknowledging Jesus' ultimate sacrifice for each one of us.