

Your Name:

Greg & Donette Sainsbury, Owners

Business Name:

Sainsbury Pool and Spa

Address:

2833 Milton Avenue, Janesville

Phone: 608-314-0870

Business Hours:

Mon, Tue, Wed, Fri, Sat 10:00 to 5:00

P.M. Thur, 10:00-7:00

When was the business started? 2003



Describe your products/services: We are an exclusive Saratoga Luxury Spa Dealer that offers an energy efficient & durable spa line. We also carry a Radiant Swimming Pool Line which is virtually indestructible with a 2" insulated wall made out of aircraft aluminum. It can be placed in-ground or above ground. Both products are manufactured in America.

What is our philosophy: We both totally believe in the products that we sell and service. We have good communication with the manufacturer and we know they will stand behind their products. That is very important in this industry. We want to be there for the customer after the sale.

How did you get started in this business: We have always dreamed of a business from a "customer service need" in the pool and spa industry. Greg has been in the industry from the early 90's, then went on to start his own business by repairing spas & swimming pool equipment.

What kind of training or background do you have: Greg has a national award winning background in the spa service industry and is certified with Hydraulics, filtration, pumps, motors, heaters/controls and automatic pool cleaners, plus multiple certificates in chemical training from the manufacturer.

What have you learned from this business: Everyday will offer you a different opportunity. People like to be educated with the products that they use, whether it is the spa or pool that they own or the chemicals that they use.

What or who has had the most influence in the way you do business: Our customers have a big influence in the way we do business. For example, we sell the Radiant swimming pool line because of a customer. She had a pool that was 12 years old and wanted to replace the top coping on her above-ground pool. In this industry most people would take down the pool and purchase a new one. We called the manufacturer and they said "yes" we could get replacement coping. Usually, it's unheard of to get replacement parts after so many years. After talking with the manufacturer and seeing the customer's pool "We are sold on this pool line".

Do you have a favorite saying that applies to your business: Water flows, Stress goes.