

# Prevost-Stuff.com



*Tradewinds Coach and Marine* is on a road less travelled in DeLand, Florida. Their location in this quaint old Florida town is 9 miles from I-4 or 16 miles from I-95. Of course, Prevost motorhome owners will travel anywhere for quality service. That was certainly the case on a late October day when there were nearly 20 coaches in for service. It may also surprise some to discover several of these coaches were from out-of-state. What motivated these owners to bring their coaches to *Tradewinds Coach*?



Floors, Granite, and Sofas

*Tradewinds Coach* does full remodels, interior upgrades, audio-visual system upgrades, electrical system repairs and upgrades, plumbing repairs and upgrades and routine service on the Prevost Chassis, Detroit series 60 engines, Allison transmissions, and generators. They have an in-house carpentry shop that turns out detailed finish work. Take their wood floor installation as just one example. They take painstaking detail in making sure the wood planks all form a tight straight line with wall and cabinetry edges. You won't find quarter round molding covering these perfectly finished edges.

The founding partners of *Tradewinds Coach* are Scott Bennett and Brian Miller. Together they have over 40 years of experience in the Prevost Conversion business. For many of those years, they were both senior members of one of today's most successful converters. Even with their experience, they realize it takes more than a great background to build a successful business. Scott and Brian fully understand that and it shows in how they run their business. Scott makes it a point to say the company's number one trait, really more of their motto, is to treat their customers and one another with both honesty and integrity.

*Tradewinds Coach* is a small operation with six employees that represent a broad breadth of relative skills. This team, really more of a family, stays together, as is evident through their long tenures with



the company. You won't find a receptionist answering the phone or a service writer to coordinate your service visit. Instead, they rely on their cell phones. This ensures their customers speak directly to Scott and Brian or Scott's son Kyle that is relatively new to the business. As Scott and Brian said, many of our customers want to speak with one of us. So, why have a receptionist? Can they really remain so hands-on and expect to grow the company?

Scott was asked, "What *Tradewinds Coach* looks like in five years." Would they out grow their 25,000 square-foot facility? Scott's response was refreshing. "We do plan to grow our facility, but we aren't necessarily looking at a huge growth in their business." They want to keep the personal interaction their customers enjoy today and not grow so large that they can't actively manage all customer experiences.

Judging from the number of customers they have, both new and repeat, you should keep *Tradewinds Coach* in mind. No one brings their coach here because of the customer lounge or other amenities, they don't have a customer lounge; at least not yet. They aren't down the street from a major city or tourist attraction. Their customers visit *Tradewinds Coach*, as Scott says, because of our "integrity and honesty." Visit [www.tradewindscoach.com](http://www.tradewindscoach.com) for more information or to schedule your next service.



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