**May Member Spotlight**

**Will Ohrum, Re/Max A-1 Realty**

**Chamber Membership Chair Gil Brown recently sat down with Will Ohrum of Re/Max A-1 Realty, a Certified LGBTBE, to talk business, customer service, and the impact LGBT Business Enterprise Certification had on his business.**

**Gil Brown: Tell us about your business and the service you provide the community.**

Will Ohrum: I own a full service real estate firm for sellers and buyers. By that I mean we provide a listing service for sellers and buying agency for buyers.

**GB: What is one thing people may not know about you or your business?**

WO: Although I’m located in Dillsburg, I’m one of the top producers in the Harrisburg/Carlisle and York/Hanover markets. In the annual agent ranking put out by REALTRENDS Magazine’s, I ranked #48 out of 14,000 agents in Pennsylvania in 2015.

**GB: How long have you been a member of the Central PA Gay and Lesbian Chamber of Commerce and what has membership meant to you?**

WO: I’ve been a member since 2011. I have found it very useful to network within our community. I visit the website regularly to stay in touch with the developments in my market. Membership has had a direct impact on my business in that I’ve received calls from people moving into the area who found my information on the CPGLCC directory. I auto-renew my membership to be sure I stay engaged with the chamber.

**GB: How do you build a successful customer base?**

WO: Over the top customer service! In my business it’s about providing expertise and stewardship through one of the scariest and most intimidating processes people face; selling and/or buying the place they call home.

**GB: Congratulations on your LGBTBE certification! How long have you been certified and how has or how will your business will benefit from this?**

WO: I got my certification in 2011. It has made a huge difference. At the time I became certified, HUD, Freddie Mac and Fannie Mae were encouraged to hire diverse owned businesses. I was hired by Fannie Mae, and HUD as a neighborhood listing broker and my business increased dramatically. The LGBTBE certification opened doors for me that have had a significant impact.