

July 2020 VOLUME 44 #6

# SWEEPING

The Journal of Chimney  
and Venting Technology

**6 Tips For Effectively  
Training Your  
Remote Team**

**There Is More  
To Mortar**

**Past  
Sweeps Week**

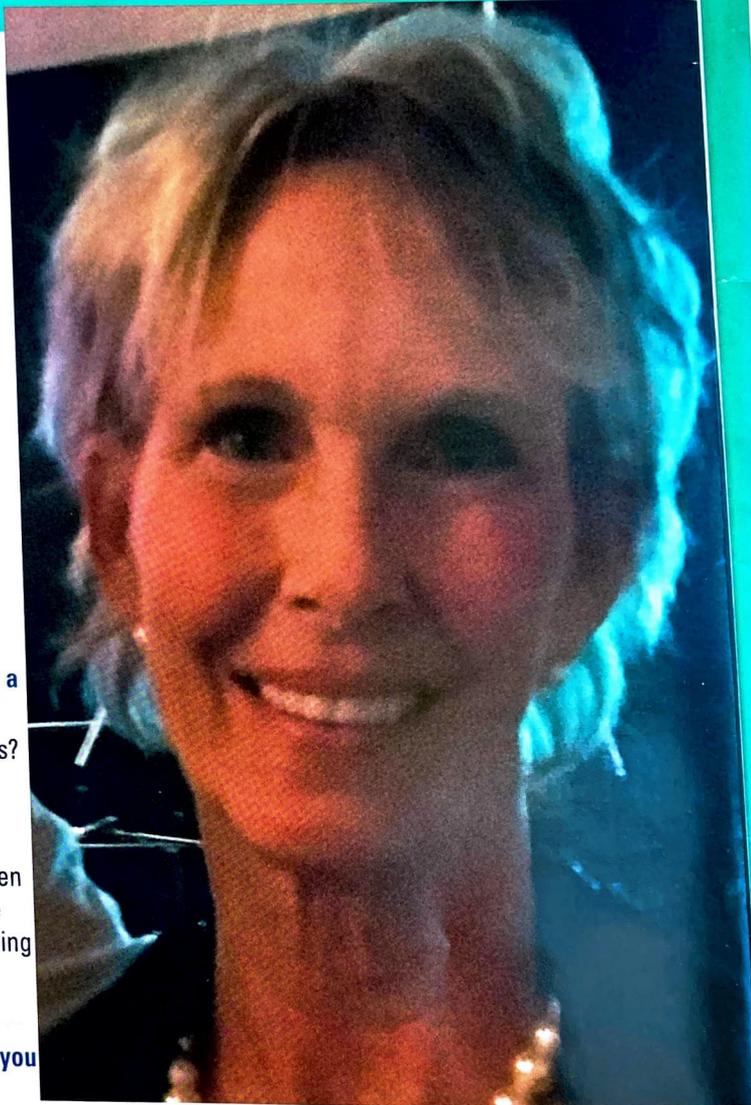
**Meet a Member:  
Janie Rickord**



# Janie Rickord *Meet a Member*

Meet Janie Rickord with Alpine Chimney Sweep, Inc. in Des Moines, Iowa.

Janie has been a member of the NCSG for over 20 years and shares with us her unique perspective on the chimney industry.



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**What is a question you get asked most about being a chimney sweep/chimney sweeping/the industry?**



As a lady, how did you get in to this business?

**How did you get started in the industry?**

My Dad was a CSIA Certified Chimney Sweep. When



I had doubts after he suggested it, because I'm a woman, he said women clean everything else! The rest is history!

**What advice do you wish you had received when you were getting started?**

I wish I had taken some business classes instead of



learning along the way.

**What is the biggest challenge you face on the job? What are your best strategies for overcoming it?**

Time. I give my customers my all when I am working at



their home and sometimes I have lost track of time. I used to try and Do It All, but no more. I have a great office team and we work hard on punctuality and communication with our customers.

**Who was your most famous customer?**



Jim Root from Slipknot, an American alternative metal band.

**Have you ever attended NCSG Annual Convention & Trade Show? If so, what was your favorite takeaway?**



I truly enjoy attending the NCSG annual convention. I love to catch up with friends and make new friends. I enjoy the trade show, meeting with the vendors and seeing all the new stuff that will make my job easier! I have learned so much in the workshops provided, I'm certain that's why my profits have continued to rise!

### What is your proudest accomplishment?

« Raising children and building a successful chimney sweep company that has locations in three states.

### Have you ever had to make your own tool to solve a particular problem?

« Many MacGyver tactics used over the years, but I have a special ramp to get wood stoves to a basement.

### Weirdest thing you have ever found in a chimney?

« I found some slightly charred men's red silk boxers stuffed in lintel! Hmm...

### What do you like to do outside of work?

« Turn phones off, relax in the pool, and enjoy family time.

### What is, in your opinion, the most valuable part of being a member of the National Chimney Sweep Guild?

« The most valuable part for me is the education taught by the best of the best in our industry and the family feel of this organization.

Thanks, Janie! Do you know who should be the next featured member? Send your nominations to Annemarie Stockton at [astockton@ncsg.org](mailto:astockton@ncsg.org).

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