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## **2020 Women in Real Estate: Lisa Chapman, Senior Sales Executive at Performance Environmental Services, LLC**

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Lisa Chapman  
Performance Environmental Services, LLC

Who inspired you to join the CRE Industry? It was my brother, Steve Sadler, who first approached me about coming to work for him in a sales, marketing, and leadership capacity with his regional commercial cleaning & maintenance business headquartered in Connecticut. After years of us talking about working together, in 2015, the timing was right. I couldn't say no to the challenge! I moved my family from Virginia to CT and began my career in commercial real estate.

What aspects of working from home have you enjoyed most? Fortunately, as a essential business during this pandemic, I have continued working in my Hartford office, increased my home-office time, and decreased my "car-office" time-it makes for a much cleaner car!

What was the best advice you have received, and who was it from? Growing up in my father's retail business, I learned to treat the customer royally. Service STILL makes the difference! His endless determination also taught me that "Sometimes you get lucky. But you only get 'lucky' if you're doing the hard work." - "Change what you're doing if it isn't working, and don't quit."

What honor, achievement or recognition means the most to you and why? In business, it is the recognition of my ability to achieve the trust and commitment from a new client that makes me proud and brings me the most joy. Building that mutually successful partnership is what it's all about.

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