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**March 18th 2016: A Second-Generation Family Business:
Lessons Learned and Learning A case study**

Family-owned business accounts for nearly 90% of US businesses--some 5.5 million, they account for 75-85% of GNP, and a third are headed by women. To say they are the foundation of our economy is an understatement. Often overlooked is the hand-off from generations. Issues of values, vision, customers, and services can present a platform for success or landmines to avoid. The next-generation must use their experience while keeping an eye on changes in their industry, customers, supply chain, and employees. This session is a case study. Rachel Sanchez and Jason Dinverno are the second-gener

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Featured Guests



Rachel Sanchez

A second-generation owner, Rachel Sanchez grew up in the family business and knows how to drive growth while maintaining excellent customer service and her company's world-class reputation. Having witnessed her parents' tireless work ethic and having worked from the ground up, she utilizes her lifetime of experience and education in finance to deliver solutions to their diverse customer portfolio. With broad knowledge of the intricacies of the industry, she has grown PMUSA into one of the largest woman-owned, family-owned, custodial and facilities maintenance companies nationally. She graduated from Collin College and completed the Graduate Finance Program at Southern Methodist University

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Jason Dinverno

Jason Dinverno is an accomplished facilities maintenance executive with more than 20 years' experience in operations, industry compliance, facility maintenance and the procurement of materials and equipment. As partner and chief operating officer of Prestige Maintenance USA (PMUSA), Dinverno manages a team responsible for nearly 3,000 employees and oversees all day-to-day operations of the award-winning maintenance company. He earned a degree in business from Joliet Junior College and professional certification from the University of Chicago Booth School of Business. In his free time, Dinverno enjoys visiting national parks, volunteering at nonprofit organizations and reliving the glory d

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David Cegelski

David Cegelski has spent the last 30 years helping businesses and organizations shape their future through innovative management development, business-centered organizational development, and a keen focus on business growth strategies. Much of his work has been on developing teams, managers, and processes that align with an organization's mission. Most of David's career was at Nortel Networks where he held leadership positions in Training, Organizational Development, Sales Operations, and Marketing. In addition to Nortel, he has worked in banking, higher education, retail, and nonprofit organizations. His work has included enterprise-wide projects as well as individual coaching. He has been

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