

Dave Calhoun

LANDA NORTHWEST
Portland, Oregon



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Northwest Region and
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Company Owner
Von Freeman

I have always been a passionate person when it comes to selling service and taking care of the customer. Therefore it is always a pleasure when I hear about and see first hand the service excellence displayed by our Landa Dealers. At Landa Northwest in Portland, Oregon, Dave Calhoun has worked tirelessly to take care of his service customers for an impressive twenty-five years.

Dave began his service career at the Landa rental store located on Sandy Boulevard in Portland, in February, 1984. Dave was employed by Landa as the factory moved to progressively larger facilities three times, and changed ownership twice, over the course of his 25-year career.

Dave has probably seen every pressure washer out there. Although he excels at repairing natural gas pressure washers, former Landa Service Manager and retired Landa Dealer owner R.H. Hinkson once said of Dave, "He can fix anything!" But Dave admits that being a service tech isn't always the easiest job—especially when you show up at a customer's shop and their machine is inoperable. "They always want to know why you couldn't get there quicker," he says. However, Dave thrives under the pressures of this challenge. Landa Northwest owner, Von Freeman, is confident when he says, "Dave has great communication skills and a way of helping negative customers become positive. He also has



25-year service veteran Dave Calhoun of Landa Northwest in Portland, Oregon

a great talent for add-on selling. Not only does he fix their pressure washer, he sells extra hoses, rotary nozzles, wands, swivels, or whatever else they need to do their job better."

Landa NW customers frequently request Dave, and are even willing to wait an extra day or two, just to have him work on their pressure washer. Von says, "When I am out seeing my customers, I am oftentimes asked if Dave is still with us. The customers are always quick to compliment Dave, showing how confident they are with his abilities." It is obvious that Dave is always willing to go the extra mile when needed and customers recognize that dedication.

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Dave has also undertaken the task of training the other service techs at Landa Northwest. Former co-worker Ken Ness describes him this way: "Dave is a very wise and knowledgeable service tech with a passion to fix pressure washers. He has taught many other techs about pressure washer repair over the years. I would call him a master technician and a good friend."

After hours, Dave has another passion in his life—music! Since high school he has played the drums in a rock band and is a partner in a music store. He is also deeply involved in his community. He purchases used bikes, repairs them and gives them to the children in his neighborhood during Christmas time and throughout the year. In addition to looking out for his neighbors, Dave displays his passion for giving by organizing an annual winter coat drive for the homeless. It is easy to see that Dave is a great person and an outstanding technician; Von and Valonne both agree "he is a valued member of the Landa Northwest team!"