

Washington SBDC TUKWILA CENTER 2019 ECONOMIC IMPACT



SBDC ADVISORS MAKE A DIFFERENCE

	2019	2010-2019
Served by the SBDC CLIENTS	262	1,231
Start New BUSINESSES	17	57
Created & Saved JOBS	535	1,231
Generated SALES	\$15,561,882	\$31,534,420
Change in Sales EXPORT	\$223,250	\$6,036,821
Access Investment CAPITAL	\$8,788,342	\$32,905,923

Economic Impacts are self-reported and client-verified

STATEWIDE IMPACT

Compared to average Washington businesses, Washington SBDC clients increased revenue & created jobs at significantly greater rates than other Washington businesses.

+ JOB GROWTH +	
5.4% Washington average	75% average SBDC client
↑ SALES GROWTH ↑	
4.9% Washington average	14.1% average SBDC client



For every **\$1** invested in the Washington SBDC, our clients generate **\$3.32** in incremental tax revenue.



96% of our clients say they would recommend SBDC services to others.

10-year average (2010-2019) of Independent Annual Survey by Dr. James Chrisman, Mississippi State University

SUCCESS STORY: A La Mode Pies, Seattle, WA

Chris Porter, owner of A La Mode Pies, used to think the answer to his cash flow problems was simply to sell more pies. But, as he learned from his business advisor at the Washington Small Business Development Center (SBDC), being busy and selling product is not the same as being profitable—even if your product is pies, and people all over the Puget Sound LOVE your pies.

Porter started out in 2009 baking pies in a small commercial kitchen and delivering them himself. By 2016 he had two retail stores—one selling only pies, the other a pie shop and café—and employed nearly 25 people to bake and serve a dozen different pies, including beloved favorites like, Bourbon Butterscotch, Apple & Ginger Pear, Mexican Chocolate Mousse and Key Lime.

His pies were being sold by the slice at more than a half-dozen restaurants and cafes around Seattle and at CenturyLink and Safeco Field. The readers of Seattle Magazine had voted A La Mode Pies “Best Pie Shop” every year since he opened.

From the outside, things looked peachy, but Porter had a problem. His business systems had not kept pace with the growth of his company, cash flow management was an on-going headache and Porter worried that any unexpected hiccup could collapse the entire enterprise.

When the manager of one of his cafes recommended the services of the Washington Small Business Development Center (SBDC), Porter made an appointment to talk with SBDC business advisor Steve Burke who works at the SBDC center in Tukwila.

After reviewing Porter’s financial statements, Burke’s assessment was blunt. “Do you want a hobby business or do you want a thriving commercial brand?” he asked, “because right now you’re treating this business as a hobby.”

Porter didn’t see how he could possibly work any harder, but Burke said he needed to work smarter—especially when it came to business systems and financial discipline.

To build a business of value, Burke said, Porter needed to focus his attention on the business itself. A former broadcast journalist turned marketing and media relations consultant, Porter had used his

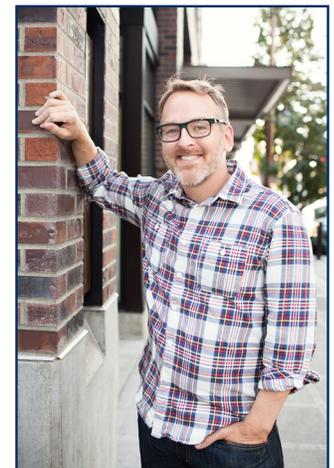
considerable skills to build a large and growing customer base, but he needed to become equally skilled at reading financial spreadsheets, managing cash flow, understanding margins and tracking income and expenses.

That was tough to hear, Porter said, but following Burke’s suggestions and using the tools and resources he offered has made a huge difference.

Porter had opened his first pie shop in the Phinney Ridge neighborhood in 2011, and a second pie shop/café in West Seattle in 2016.

That second café was the tipping point, when Porter realized he needed assistance in building a foundation for manageable growth. Today revenue at each café tops \$1 million annually and they produce more than 1,000 pies, at each location, for Thanksgiving celebrations.

Porter knew he could bake delicious pies that people would buy. What he didn’t know is whether he could build a business of value that would provide financial stability for himself and dozens of employees. With the help of SBDC advising, he is doing just that.



Chris Porter, owner

CONTACT INFORMATION:

Steve Burke, Certified Business Advisor
206-246-4445, Steve.Burke@wsbdc.org

Jenefeness Tucker, Certified Business Advisor
206-439-3785, Jenefeness.Tucker@wsbdc.org

Hillary VanBeek, Associate Business Advisor
206-246-5341, Hillary.VanBeek@wsbdc.org

The Washington SBDC network, hosted by Washington State University, is an accredited member of America’s SBDC. Funded in part through a cooperative agreement with the U.S. Small Business Administration, institutions of higher education, economic development organizations and other public and private funding partners.



www.WSBDC.org

