

*Steven Bankler, CPA, Ltd.*

## Client Spotlight:

### Westar Alamo Land Surveyors, LLC

Land surveyors aren't known for exceptional customer service. But why shouldn't they be? David Breaux set out in 1998 to prove that treating customers right can pay off in any industry. Decades later, Westar Alamo Land Surveyors, LLC, is a testament to that commitment.

David had already worked as a commercial builder for several years when he started his land surveying business. He quickly built a reputation in the Houston area that was unlike any other in the field.

"In conjunction with putting out good quality surveys, we focused on customer service. No other land surveyors back then were taking the time or going out of their way to earn business or take care of their customers. We decided, 'Hey, let's be nice to our customers and see what happens!'" laughs David's son Kort Breaux.

They focused their efforts on title companies knowing that even when the companies didn't order surveys directly, they often influenced their customer's choice of land surveyors. The relationship-building paid off. By the time David moved the company—and his family—to the San



Antonio area about two decades ago, the formula worked.

Kort joined his father at Westar Alamo Land Surveyors in 2013 and immediately focused on expanding the business and revitalizing marketing efforts.

"We soon bought an office after renting for many years. We even built it out ourselves, framing and all," Kort says.

Westar Alamo Land Surveyors now has about 50 employees, including Kort's sister Kaitlin, who heads up the Austin-area branch.

"We may not be the fastest or the cheapest, but our customers mean the world to us, and so do our employees. That makes all the difference," Kort says.

When the Breaux family's longtime CPA retired a few years ago, the family set out to find a new local CPA firm experienced with closely held family businesses. A friend and fellow business owner

recommended Steven Bankler, CPA, Ltd.

"The Bankler team are wizards with financials," Kort says. "They really took the time to evaluate how we were structured and to guide and support us. They're a great resource."

*Learn more about Westar Alamo Land Surveyors, LLC, at [westarlandsurveyors.com](http://westarlandsurveyors.com)*



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