

# ALTHOFF

## INDUSTRIES



“If we don’t take care of the customer...somebody else will.”

A banner that hangs atop Althoff Industries illustrates the company’s approach to customer service.

The family business owned by Wynstone resident Tod Althoff and Tom Les opened in 1961 with a sole focus on heating and air conditioning services.

The company, which started in McHenry, has been headquartered in Crystal Lake since 1989 but also has a second office in Hillside, IL. Over the last 60 years, Althoff Industries has added plumbing and electrical services for not just residential customers but also commercial and industrial clients, as well.

Althoff Industries credits its success since inception to its ability to “take care of the client above all else,” according to residential director Blake Wiltshire.

“The company’s culture has always been to provide its clients with high-quality solutions and customer service,” Wiltshire said. “[Since Day 1], the company’s reputation has always been most important, which means the customer must always come first.

“No business is perfect. Equipment will fail. Things will happen. For Althoff Industries, it’s about how our company responds when things go wrong that separates us from our competition.”

Althoff Industries’ three core values are:

**Commitment to Our People:** “Our people with their competencies, skills, and attitudes differentiate us in what we deliver to our customers. Our average employee tenure is over 10 years, with many employees over 20 years at Althoff.”

**Commitment to Our Customers:** “Our aim is to build a lifelong relationship with our customers. Each employee is empowered to work with a sense of urgency, resourcefulness, and creativity to exceed our customers’ expectations.”

**Commitment to Quality:** “We deliver the highest quality products and services by being committed to continuous improvement and uncompromising ethics. Quality may be intangible, but at Althoff, quality is what distinguishes us from our competition. We take no shortcuts. We subscribe to the philosophy that any job worth doing is worth doing well.”

Although the last half century-plus has brought about large and continued growth, Althoff Industries will never forget its roots.

“For most companies, the largest celebrations come after big sales,” Wiltshire said. “At Althoff Industries, a successful customer resolution is much more revered.”

