



The UPS Store is a 'One-Stop Solution'

Kyle Moffett, left, opened The UPS Store in west Mobile in 2013. He's pictured above with employees Haley Davis, Lydea Paige Moffett and Peggy Shepard.

Back in 2013, Kyle Moffett was looking for a very specific type of business venture – an existing franchise of an established company with name recognition, but one that had not yet reached its potential.

What he found was a west Mobile location for the world's largest package delivery company – UPS. Nearly four years later, The UPS Store at Airport and Schillinger has built its roster of employees to four and has grown its business by 20 percent.

The UPS Store #2491 at Airport and Schillinger is the Mobile Area Chamber's Small Business of the Month.

Moffett, who owns two of the six independently owned UPS Stores in Mobile, said the key to the growth of his business is simple – an emphasis on customer service.

"Customer service is our No. 1 goal," he said, adding that the Small Business of the Month award is further validation of that focus. "I want my employees to know that it hasn't gone unnoticed."

Moffett said his franchise's vast set of services also sets it apart in the field. The store features a wide array of printing products, from flyers and letterhead to posters and banners; a full range of printing services, including online, mobile and full-service digital printing; mailing, packing and mailbox services; a variety of small business solutions; and the shipping services for which UPS is best known.

"We are the one-stop solution to small business owners," Moffett said. "From mail boxes with a physical address, to packing and shipping services, to printing services from business cards to wide-format

banners, we can service most of the needs of the small business owner."

Moffett's franchise is also active in charitable and community endeavors such as Toys for Tots and Honor Flight, and he is also a member of the U.S. Small Business Administration's Emerging Leaders Program, an experience he called "a game-changer."

"It was an honor being selected for the seven-month-long Emerging Leaders Program," he said. "The classes are very intense and are designed to help you create and obtain realistic goals, as it pertains to growth and revenue. Only two months in, and my staff is already seeing some of the benefits of planning for success."

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