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Scott Kellam, owner of Kellam Mechanical, recently had his first starring role in a commercial shot for his heating, air conditioning and electrical business.

"I'm not a Hollywood kind of guy," he said, laughing. He's gotten a little ribbing about his performance, he said, but it "turned out great" and he's looking forward to it airing soon.

Kellam started his company in 1995 with a small staff. Before that, he worked in the Kellam family owned and operated businesses: Princess Anne Plumbing and Electrical Supplies and Kellam and Eaton, a building supplies and hardware store, he said. Both are now closed.

Launching on his own was exciting, but it was also a rude awakening. He said he learned a lot at the outset, including that it's "not always greener on the other side."

"Owning and operating your own business produces challenges way beyond just repairing/replacing heating and air conditioning systems," he explained.

"It has been a long hard road with a long way to perfection in building this business," he said, "but I would not change a thing."

In 2007, Kellam moved the growing business to its current location off Dam Neck Road in the Taylor Farm Commerce Park. The staff has also increased in numbers to about 25 employees, including his wife, Sarah, an older sister, a cousin's wife and a niece.

Pulling family into the mix wasn't an intentional effort, Kellam said, "It really has just happened.

"It's been great," he added. "They all care about what happens in the business."

Besides "work, work, work," Kellam said customer service is the big key to his company's success. It's a matter of building upon relationships.

"Most everybody we



HYUNSOO LEO KIM | THE VIRGINIAN-PILOT

Scott Kellam

He ventured from the family businesses to start his own and found it tough but rewarding

INTERVIEW BY VICTORIA BOURNE | THE VIRGINIAN-PILOT

work with has been a friend for a long time, or has become a friend," he said.

How long have you been in the heating and cooling business? Since I started working for my father (Frank W. Kellam Jr.) and grandfather (Frank W. Kellam Sr.) at 16 in 1976, then I started my own company.

What do you enjoy most about the work you do? Exceeding the expectations of my

customers in the area of indoor comfort and electrical needs.

What can be most challenging about your job? Not having enough hours in the day to meet our high demands

If a snapshot was taken of you enjoying a perfect day, what would it look like? Sailing in the British Virgin Islands with my family

Favorite Virginia Beach hangout Home with my family

What is your fondest memory of /Princess Anne

County? Working on the family farm

Childhood ambition I always knew I would be in the HVAC and electrical industry.

Favorite gadget Sirius radio

Favorite movies Any John Wayne movie, the "Harry Potter" and "Lord of the Rings" series, and "Finding Nemo"

A subscription you couldn't live without Internet and e-mail

Pet peeve Rude people

If I won \$10 million, I would sail away with my family to the British Virgin Islands.

Beloved family traditions Family dinner every Tuesday night at my mother's and family Christmas at my sister's in Sandbridge

Television shows you never miss Sports, ACC basketball, NCAA tournament

Favorite night on the town Dinner with my wife and friends

Describe your wife in two words Wonderful mother

Guilty pleasure Chips Ahoy! cookies

Of what achievements are you most proud? Launching Kellam Mechanical and my two very active boys

Something you've done that others might not expect of you Laundry

Theme song "A Pirate Looks At Forty" by Jimmy Buffett

Favorite sports and/or sports team Duke basketball and any team my son, Garrette plays on

Good luck charm My boys

Personal motto Work hard, play hard

First words of wisdom you ever received and from whom Respect your elders enforced by my father

Bio

Full name Frank Scott Kellam

Neighborhood Pungo

Age 47

Nickname Scott or Scotty

Marital status Married for 12½ years to Sarah, whom I met playing softball

Children Garrette, 10; Carter, 21 months

Pets Three adult emus and three 2-month-old emu babies

Occupation Heating, air conditioning and electrical contractor

Education Kellam High School, Class of 1979; Elon University, Class of 1983

Community service Happily contributed and installed free A/C units to the local SPCA during an extremely hot summer spell to maintain the animals' comfort

Church affiliation Nimmo United Methodist Church

Hobbies Golf, boating, fishing and gardening