



**Small Business
Development Center
Gannon University**

*Helping businesses
start, grow, and prosper.*

Business Owner
Melissa Stephens
(814) 651-1676

County: Erie

Industry: Cleaning

Year Founded: 2020

SBDC Assistance:
Business Planning, Market
Research, Marketing,
Human Resources

Consultant:
Christine Domster

Gannon University SBDC
Center for Business Ingenuity
900 State Street, Suite 100
Erie, PA 16501
P (814) 871-7232
F (814) 871-7383
gusbdc@gannon.edu
www.sbdcgannon.org

A-1 Cleaning and Organizing Solutions

Creating jobs in the Erie area

Melissa Stephens has always worked in food and service industry as a manager for most of her career. When the pandemic made an impact on the industry she was in, she decided to take the leap and make her dream of owning her own cleaning business a reality.

Melissa began this process by contacting SCORE and they referred her to the Gannon SBDC for further assistance. The Gannon SBDC was able to assist her with a business plan, marketing strategy and human resource tools when hiring employees to utilize when hiring employees. The business was funded by Melissa and did not require financing at this time but in the near future.

Melissa began receiving assistance from the Gannon SBDC in October of 2020, and was able to start her business in February of 2021. Melissa's business is flourishing and growing at a rapid pace with contracts for commercial and residential businesses also creating jobs in the Erie area. With the continued assistance of the Gannon University SBDC and Business Consultant Christine Domster, she was able to make her business a reality.

With the business expanding rapidly, Melissa continues to consult the Gannon SBDC for continued success with the growth of her business.

Success Story