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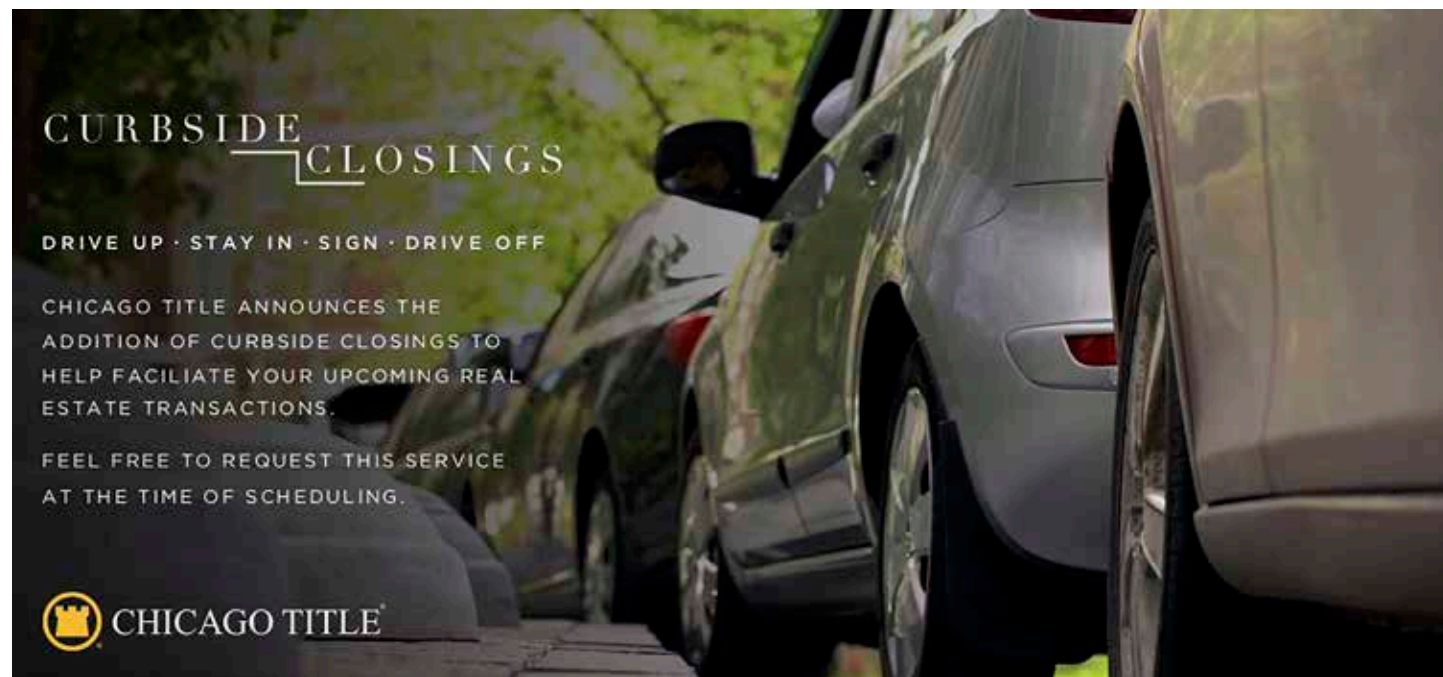
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►► publisher's note

I'm sure like me you've been to your fair share of networking and social events. And if you're like me at all, you've walked away wondering if it was worth your time. One of the great things about our events is that each time our partners and realtors walk away they're saying, "That was awesome!"

Our events are packed with top professionals with an eye for what's excellent and keenly aware of the expert and caring characteristics of those in attendance. As a result, we've had many relationships forge and many new ones created simply by getting our top realtors and preferred partners in a room together. Along with the atmosphere, the drinks, the food and the people, it makes for a wonderful recipe for relationships to flourish.

And after all, isn't that what life is really all about? Don't we long for community with like-minded individuals we trust? When a deal is hard or on the line, isn't it good to know we have faithful professionals we can count on? The answer to all of these questions is a resounding, YES!

Many wonderful people have good intentions of joining our events and, of course, those who attend walk away very satisfied. I'm often asked, "When is your next event?" I totally get it! Sometimes life throws us a curve ball and you find yourself unable to attend the event. That's okay after all. However, I long for all of our preferred partners to meet our wonderful agents who do their jobs with such excellence. My hope is that we somehow become connectors, if you will. We long to connect you with each other to create a beautiful community.



Inspiring, connecting and elevating is what we do here at North Shore Real Producers. Won't you join us for our special Fall VIP Event held at The ABL Group in Highwood on September 23, at 3:00PM. Go ahead and register on the link I sent you via email and come unwind for a couple hours on us! You won't be sorry you did.



Jason Acres
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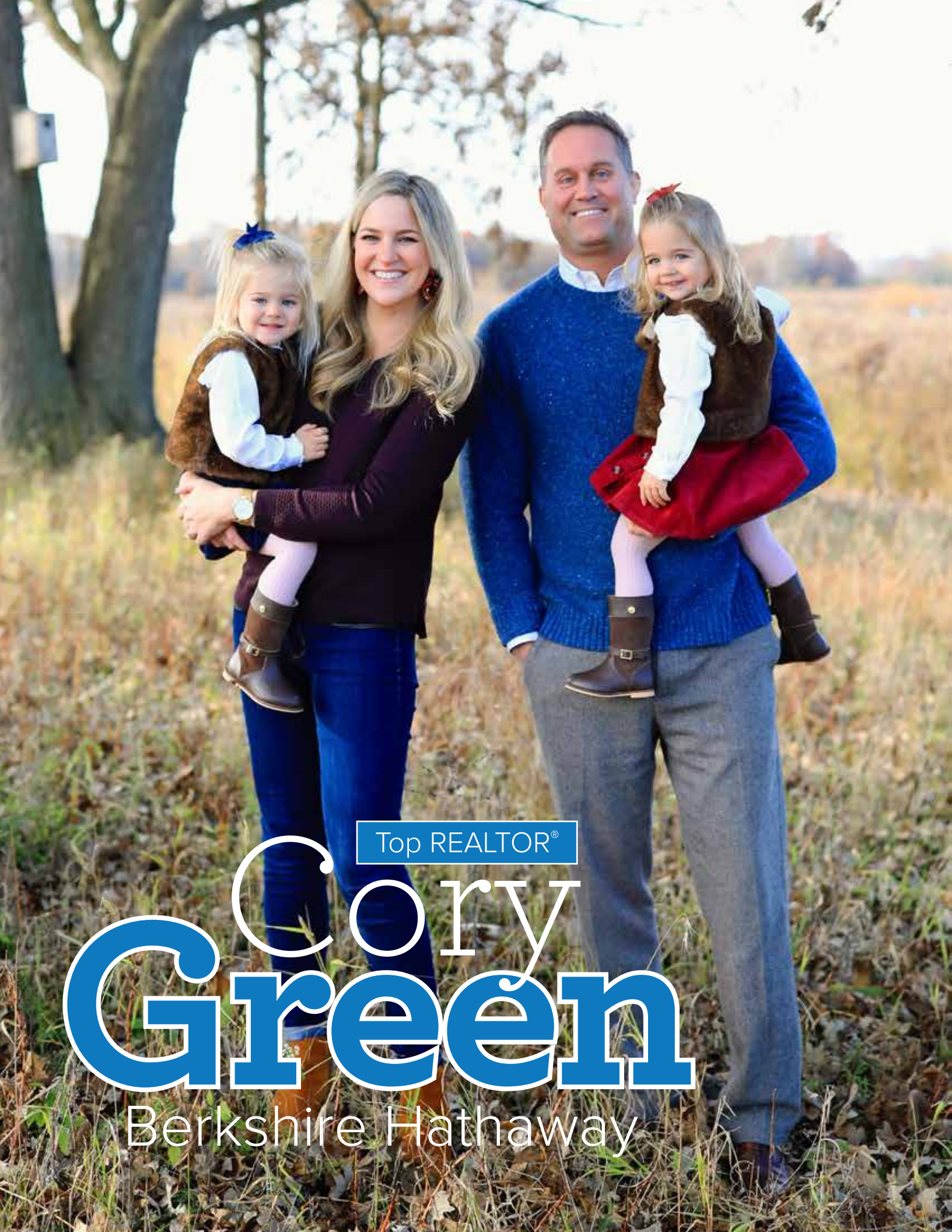


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Article written by Lindsey Wells

“Success is feeling satisfied that you have put everything into something and done your very best. The results will always come when you put in the effort.” – Cory Green

Driven and determined: two qualities that aptly describe REALTOR® Cory Green, who took the plunge into residential real estate sales in 2019 after many years working in real estate construction and development. Real estate is seemingly in Cory’s blood. His family owned real estate brokerages and development companies, and owned and operated single-family and multifamily real estate properties across Southwest Michigan. “It was a part of life growing up. I loved it, so I continued down that path,” Cory said. He earned a degree in structural engineering with a minor in business management from Western Michigan University.

After college, Cory took a position as a field operations manager with Cambridge Homes (now D.R. Horton), where he managed the construction of new builds of single-family and multifamily units across the Chicagoland area. He then transitioned to Bovis Lend Lease (now Lend Lease), where he managed the construction of new high-rise buildings. Cory’s next career move proved to be one of the riskiest leaps of faith he’s made to date. He took a position as a representative of the tourism arm of the government of Abu Dhabi, where he represented them on multiple significant development projects. Cory managed the



development and construction of cultural and hospitality projects, such as the Louvre Museum Abu Dhabi, United Arab Emirates Grand Pavilion, St. Regis Resort, and Saadiyat Island.

During that time, one experience in particular will forever remain in Cory’s mind. While in Abu Dhabi, he received a random and somewhat cryptic phone call requesting his presence on a rush trip. “I didn’t know exactly what it was for when I got the call, but when I got to the location, I got into a helicopter with the Crown

Prince (ruler) of Abu Dhabi, and we flew around the empty quarters in the desert to find a location for a new sporting club that he wanted to build,” Cory said. Not only that, the helicopter landed several times so its occupants could explore various sites on the ground and eat a meal. They released the Royal falcons for hunting fly-over ceremonies and enjoyed a barbecue dinner overlooking the Golden sand dunes at sunset.

“Being in a foreign country without any real contacts and managing the



•••

volume of projects and that responsibility was very overwhelming but helped me tremendously in my path forward,” Cory added. When he returned home to the Staes, Cory worked for a national developer as Head of Development and Construction, overseeing all of the company’s national multifamily and hospitality projects. In 2019, the time was right for him to transition out of the corporate world and begin his own venture as an independent contractor in residential real estate sales. “All of my experience prior to switching over

to being a REALTOR® has helped me both in managing my time and being able to communicate clearly and efficiently with my clients and other agents,” he said. “You have to treat being a REALTOR® like you would any other job, but the difference is you have to hold yourself accountable. There’s not really a boss there to do that for you, so I constantly have to keep pushing myself.”



In his first full year as an independent agent, Cory was named a Top Producer by Chicago Association of REALTORS®, received the Rookie of the Year and the Chairman’s Circle Gold award, and closed over \$18 million in sales. His passion is to continue working hard for his clients while building his business as effi-

ciently as possible and maintaining the attention to detail that his clients have come to expect. He was recently ranked one of the top agents in Illinois by *Chicago Magazine*, no doubt a testament to his unwavering dedication. “Thinking outside of the box and going that extra mile to help my clients find what they need is what drives me,” he said. “When they are happy, I’m happy.”



Keeping an equal balance between his work and home life is also at the top of Cory’s priority list. He married his wife, Jill, in Ravello, Italy, in 2013. The couple has twin 4-year-old daughters, Stella and Olivia. Many may not know that Cory is a twin himself; his identical twin brother is also in the real estate industry, both as a REALTOR® and owner of a custom home building company. When Cory and Jill can enjoy some quality time with their girls, they can often be found spending time outside, whether at the zoo, parks, the beach, or the pool.



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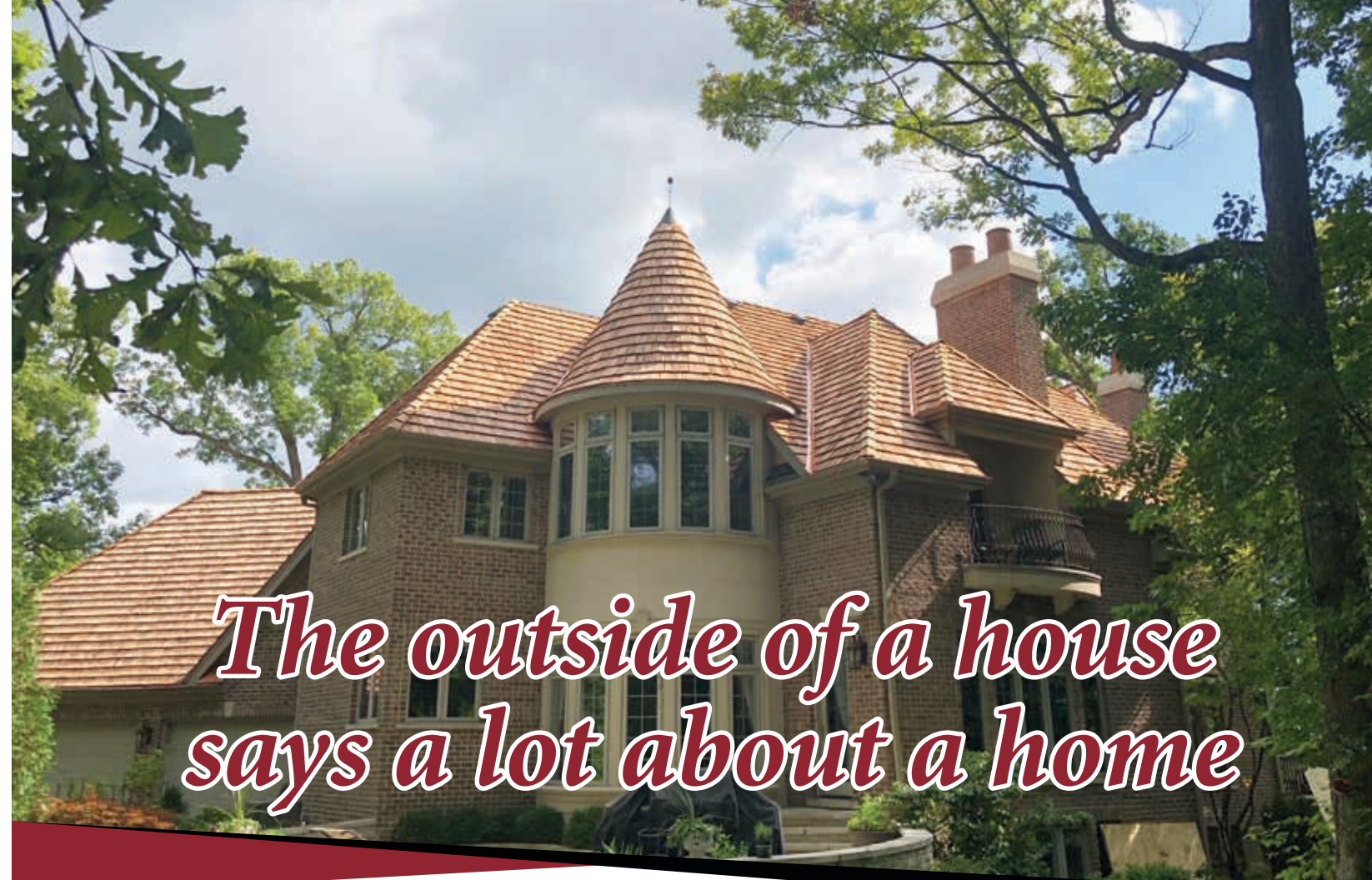
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ARTISTS OF THE NORTH SHORE

▶ partner spotlight

Article written by **Laura Zickert**
Salon Oak & Spa + BarberTown

Artists come in many forms. When hearing the title “artist,” many immediately think of painters, sculptors, designers, musicians, etc. For the North Shore, when we hear the word “artist,” we think of the talent that comes from Salon Oak & Spa + Barbertown. Owner, Georgia Zorba, has the highest level of excellence, an incredible ability to connect with her clients, a unique passion for her business, and love for the industry. “It starts with artistic inspiration and love of style,” says Georgia.



Salon Oak & Spa is a full-service salon offering hair cutting, coloring, keratin treatments, manicures, pedicures, microblading, permanent makeup, facials, waxing, and massage. The Spa is accompanied by BarberTown, a dedicated service for men and boy’s haircuts. Georgia has been in the salon





industry for over 40 years and has found her dream career in running Salon Oak & Spa. “I love what I do. There is a science and dedication involved in creating the perfect hair color and style,” said Georgia. “For me, it’s the combination of art, science, and relationship with my clients that constantly inspires me to continue evolving my skills.”

Georgia has found much of her inspiration comes from paintings, magazines, literature, and music. She says, “When a client sits in my chair, I listen to what they want, then implement my years of experience, science and artistry so that when they leave the chair, I can hear them say, ‘this is the best color or style I have ever had.’” At Salon Oak & Spa, the team views themselves as their clients’ personal artists.

Georgia is a passionate entrepreneur who excels at dreaming, being dedicated, and working hard. Her hard

work is more for her clients than for her own success. She understands the importance of creating an inspiring image for each of their clients and goes above. “We want to get your image ready for professional photos,



client meetings, showings, and open houses,” said Georgia. “We want you to feel confident and beautiful!”

As the beauty industry continues to change, Georgia has found clients



are much more knowledgeable about hair and style due to social media and YouTube. This has only brought Georgia to love this ever-changing profession even more. She is passionate about her work and artistry – but is sure to keep family as priority and of the highest importance. “I love spending time with my kids, grandkids, and dog,” said Georgia. When she is not at the salon, you can often find Georgia gardening, redecorating, cooking, traveling, and listening to music. She has found “success is simply finding happiness and joy in what you do.”

Georgia puts love and dedication into everything she does. As a result, those around her feel more positivity and joy. If they are spending time with her at the salon, they are always sure to leave beautiful and feeling more confident. North Shore Real Producers highly recommends visiting Salon Oak & Spa for an incredible experience with dedicated artists and salon industry experts.

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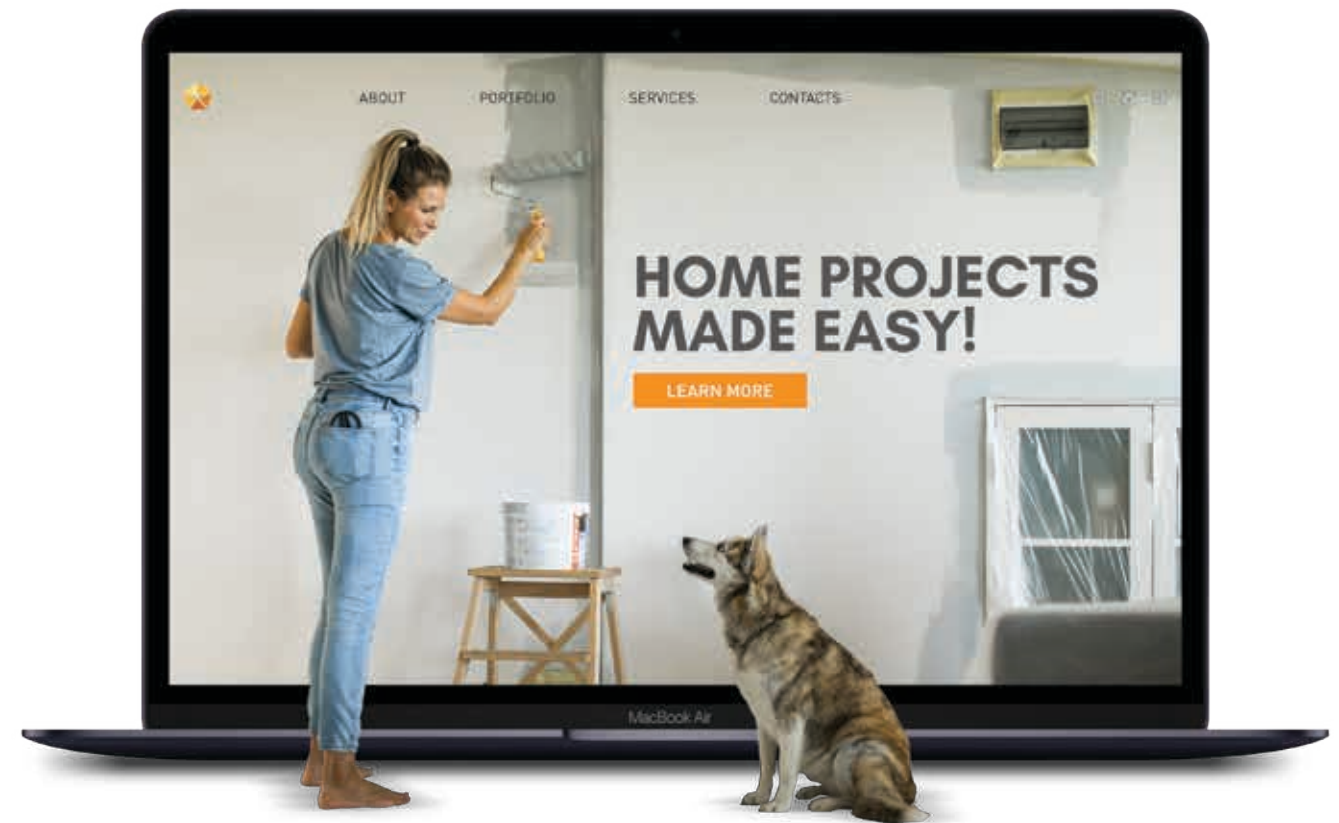
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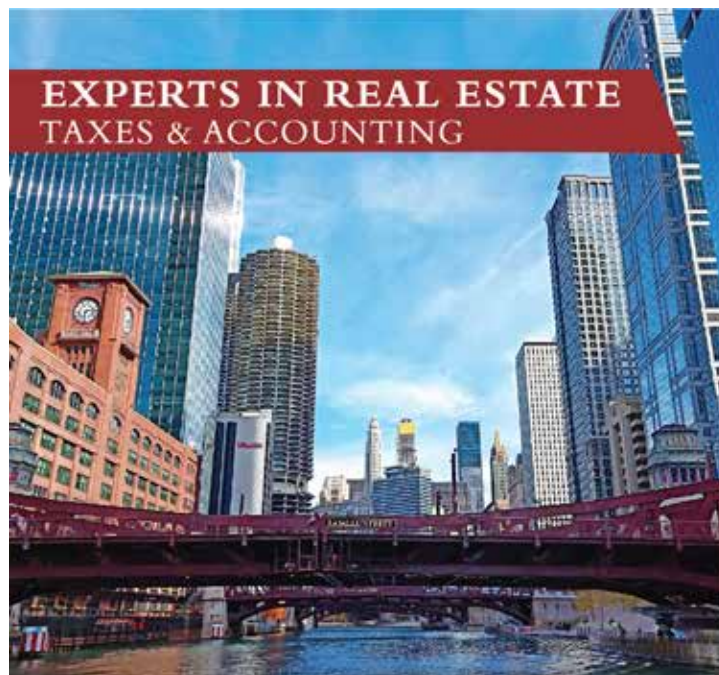
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Written by Lindsey Wells

No Signs Of Slowing Down

Everyone in the industry has a story about how they were first introduced to real estate. However, not many can say their interest in real estate was piqued before they even hit the sixth grade. At the tender age of 10, Arla Unwin lived with her family of five in a small ranch home in Skokie. With two adults, three quickly-growing kids, and a dog, their living space was mighty tight. So when Arla's father tasked her with scanning the newspaper for four-bedroom homes under \$50,000, she hit the newsprint and began pouring over the weekend *Sun-Times* real estate section every week until, at last, she found a house that fit her father's criteria.

The house was located on the corner of Golf Road and Lawler Avenue, and the headline read: FLOOD WATER. "Needless to say, we didn't look at that house, nor did I ever find the one for \$50,000, so we stayed where we were," Arla said. Later in life, she became an open-houser, and the thought occurred to her, "I'm doing this anyway; so, why not make some money at it?" The rest, as they say, is history.

...





“Be that agent. You can be uber successful and still be kind and professional.”

enthusiasm extends to her clients. To Arla, there is nothing quite like walking alongside clients through the process—especially in this market—all the way to the closing table. “Sharing ideas and things to try, and watching the hope come back to their faces when they learn there are almost always creative ways to bring both parties together.”

As she approaches her mid-60s, Arla is eager to expand her work with new agents, whether through the eXpand Mentor Program or starting a coaching curriculum. She is celebrating 20 years in real estate this year, and as her business continues to grow through referrals and repeat business,

Arla plans to continue helping clients until she can no longer lug around her open house signs.

For more than 10 years, Arla has participated on the Acts of Kindness Cabaret board, either as an active board member or in an advisory capacity. This grass-roots organization has a two-fold mission: to keep alive the art of modern cabaret and provide “event-in-a-box” performances to help other nonprofits raise funds. Learn more at www.actsofkindnesscabaret.org. In addition, Arla makes donations to worthy causes of many friends and clients.

Locally, Arla’s family is comprised of her husband of almost 13 years, John,

her stepson, Cameron, and their dog, Smokey. Arla has three other stepchildren, Jeremy, Harriet, and Alex, and three grandchildren, Stanley, Dexter, and Dottie. Jeremy and Harriet and the grandchildren live in Australia, while Alex still resides in York, England, where he and his siblings were raised. As a family, the Unwins love to travel. At home, daily, they can be found sitting down to enjoy afternoon tea. “We enjoy the English way of drinking it, together with various biscuits selected and approved by John (who is English),” Arla said. “Even when Cameron is away from home, he honors our family tradition and has his afternoon tea.”

...

Before considering real estate as a potential career, Arla aspired to be a copywriter for an advertising agency. She took a foot-in-the-door position at a Big 8 advertising company before swinging over into marketing research, then human resources. She held positions as director of human resources for nonprofit organizations and corporations. Arla became an HR consultant and was a road warrior, traveling around the midwest territory for a few years, and then began selling HR software. While Arla loved the connections she forged in human resources, she, like many agents, was tired of the 9-to-5 grind. That’s when real estate came back into the forefront of her mind.


“A favorite cousin who was a successful agent in the city told me to stop asking myself what I wanted to do for a living and start asking how I wanted to spend my days,” Arla said. “She suggested I check out real estate. So, I did, and 20 years later, here I am!”

Arla began her real estate journey with Baird & Warner in 2001. Her very first brokers’ open house was held on the morning of September 11, 2001, a day no American of age will soon forget. Arla remembers carrying her Walkman cassette radio with her so she could keep an ear on the news. “Only one agent came through, and we spent a long time talking about the

twin towers attack and watching the eerily clear blue and plane-less sky,” Arla remembers.

In 2018, Arla switched over to eXp Realty, where she remains today as a Broker Associate. As a certified mentor, Arla is incredibly passionate about her work with new agents. “It is gratifying to help them along with the start of their real estate journey, and so exciting to share their first few deals to closing. I am also passionate about sharing my hopes that they will set a high bar for professionalism in real estate, and frequently tell them, ‘Be that agent. You can be uber successful and still be kind and professional,’” Arla said. That same






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CHRIS STEPHENS, JAMESON SOTHEBY'S

What does it take to become a **TOP PRODUCING AGENT?**

▶▶ thoughts from a top managing broker

Written by Managing Broker **Chris Stephens**

In my role as a designated managing broker, one of the biggest things that I do for my agents is business coaching and sales training. This is something that has set me apart from most of the other managing brokers in the business and something I have prided myself on in my career. Being able to give sound advice as well as knowledge and training for agents to truly grow their business and not make false promises – not just a recruiter that is dialing the phone all day. One of the biggest questions that many agents come to me with is, “What does it take for me to become a top-producing agent,” and I think that this topic is quite fitting for this publication – *Real Producers* magazine. Becoming a top-producing agent in this ever-changing and ultra-competitive real estate business is not an easy task, but with the right mindset, work ethic, and strategy, it is possible. I am happy to share some of those tips with you today.

1. Complete Understanding of the Sale Processes

This does not just mean understanding the contracts but having a full understanding of everything that is involved in a transaction as well as all different transaction types. If working with

buyers, it's understanding the different loan types, the mortgage process, title insurance, homeowner's insurance, etc. When working with sellers, it's taking the property from listing to closing and being able to answer all questions through the process for your clients. Preparing the home for sale, how title insurance works, buyer qualifications, asking the right questions, and of course negotiations. There should not be any surprises during the sale, including the inspection or appraisal process. I hate when I hear agents say, “Another deal fell apart.” This does not happen very often with top-producing agents because they do more due diligence and educating their clients on the process. Setting the client's expectations and letting them know that they are in good hands and that everything can be resolved is exactly what a top-producing agent does. They exude confidence because they have become masters of their trade and surround themselves with the right referral partners to work with them on the transactions.

2. Database management

Many people talk about having a database or an SOI (sphere of influence), but it is far more than just a list of names and email addresses.

That is not a database, rather an email distribution list. What I mean by database management is that you have more than just a list of names, numbers, and email addresses. It also needs to include information about our potential clients, their likes and interests, birthdays, anniversaries, kids' and pets' names, home-close anniversary, and how you met them (referral, open house, SOI, cold call, etc...). This is how you will ultimately be able to deliver white-glove service and be their concierge for all things real estate. So, in addition to having an SOI that would be broken down into different categories based on the significance of your relationship with them, you should also have a personal business directory or a referral directory. If someone reaches out to you in need of a painter, plumber, or electrician, they will surely reach out when it comes time to buy or sell a home and will refer you in the meantime. Not to mention the business-to-business networking and referrals that could be made with that business directory. The goal with this is to create walking, talking billboards for your business. This is the best form of marketing and with a strategic gifting program in place, it will also be your greatest ROI (return on investment).

3. Consistency

You need to ask yourself, have you created a business that every client has the same experience? Can you replicate that experience for your clients over and over, so everyone has the same wonderful things to say? Can you take on the same amount of business and deliver the same incredible service even when the market is busy? Most agents cannot because they do not have systems in place. They do not have follow-up plans, checklists for their buyers, sellers, leads, open house attendees, referral partners, etc.... Most agents are recreating the wheel every time they get a new lead. Most agents do not even have a follow-up plan when someone calls them on one of their listings. There is more business that “falls through the cracks” because of the lack of follow-up than is closed. The Preto Principle says that 80% of the consequences come from 20% of the causes. Eighty percent of an agent's business will come from 20% of their SOI or referral partners. Eighty percent of the business will be done by 20% of the agents in a company or an office. The unfortunate part in real estate is that it is more like 90%/10% because only 10% of the agents have systems in place and run their business like they are the CEO. Many are in for a second career or a side hustle. Forty percent of the licensed agents across America do zero transactions a year! It is very important to implement a system and have processes in place so that you can maintain that consistency with your clients.

4. Communication and Expectations

These two things here are the most important things that an agent can focus on to differentiate themselves from the competition. Everyone asks me, “What are some of the biggest threats to the real estate industry?” Is it technology, fee-for-service

brokerages, Big Tech companies, iBuyer programs...? It is none of these things. The greatest single threat to the real estate business is agents not doing their jobs correctly or providing value. Being a transactional agent versus a relationship-based agent. You cannot just be someone who schedules showings and opens doors. Being able to effectively communicate with your clients, set their expectations and guiding them through the process while providing value is the greatest thing we can do for our clients. It is our job to communicate, educate, set expectations and guide. If you focus on those things, you will have an excellent future in this business.

5. Market Knowledge

Knowing everything about your local marketplace is crucial. You are being paid to provide a service to your clients. You are the advisor, negotiator, facilitator for their largest financial decision. You should know everything about the market and property type that your clients are looking for, and if you are selling, that means understanding the competition. It blows my mind that agents do not create and check the hot sheets daily for the markets they cover. Knowing what other homes listed or sold for recently. Knowledge is key in this business, and there is no reason your clients should know more than you about an area or a specific property. Be the market expert; don't be the “pop-by” brownie expert. This is professional sales, and we want our clients to look at us as another member of their financial decision-making team. Understand and know the market.

6. Personal Brand

You need to understand that you are running your own business, and part of that means creating your own brand. That brand should let people know what you do as well as what

you stand for and standards you have set for yourself. This not only means website, social media, online presence, but also how you carry yourselves in public. I run into agents all the time, and I do not recognize them from their marketing or headshots. How you dress and how you present yourselves for showings and appointments is also crucial. If you are branding yourself as a luxury broker and you attend a showing in yoga pants, that contradicts your brand and should be below your standards.

7. Business Planning

A top-producing agent will be able to tell you where they are going, how they are getting there and who they will be sharing the experience with on the journey. They will tell you their conversion rate, list-to-sales price ratio for buyers and sellers, their annual budget, how many properties they need to sell to meet their goals and where they are in the process. Their success is not accidental, and they are no one-hit wonders. This is why top-producing agents are consistently at the top year after year. It is amazing that the more prepared people are, the better luck you have. Isn't that interesting?!

Ultimately, you are running your own business and not a hobby. The top producers in this business understand this more than anyone. Your business is very similar to a four-legged stool, as we need to be the CEO, COO, CFO and CMO of your business. You may wear many hats, but if you set a business plan, put systems in place, deliver on your expectation, be consistent, communicate regularly with your clients, maintain your databases, and continue to add to them, your businesses will become more efficient and will continue to grow. I hope you have enjoyed the article.

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Kiki Clark &
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Article written by **Laura Zickert**

Photography by **Laura Humpa** // Cornerstone Photography

People often find themselves torn between pursuing careers, pursuing people, pursuing family, pursuing a healthy lifestyle, etc. Kiki Clark, a successful REALTOR® in the North Shore, has taken the time to learn how to multitask, pursuing the most important areas of her life with excellence. As a result, her success is defined as “being able to juggle it all and keep all parties in life calm, satisfied and happy. This included clients, her husband, children, friends, relatives, dogs, the house, etc.” Kiki’s relationships and passions go beyond the surface and have become both lasting and impactful.

She was born and raised in St. Louis. When it came time for college, she attended TCU Texas Christian University and graduated in 1986. She walked across the stage to receive a degree in Interior Design with an emphasis on business. After college, Kiki accepted a job with JMB Realty out of Chicago “at the insistence of her Tri Delta big sister,” as she likes to say. She received her real estate license in 1987 and started building an incredible reputation and career. “JMB sent me to Phoenix, AZ, for a one-year management training program. It was a great experience in commercial, retail and residential real

estate,” said Kiki. “I completed the program but wanted to get back to the Midwest.” She became a broker for Mesirow for two years, got married and went to work for Crate and Barrel Furniture. During her time with Crate and Barrel, she helped them open their first stores in Chicago and grew her passion for design.

With three small children at home, Kiki took some time at home but always kept her license. With a commercial real estate background, she craved the flexibility that residential real estate offered. “When my youngest turned 3, I went back into the workforce. I picked back up in my real estate career with Baird and Warner,” said Kiki. “In 2006, I met and fell in love with Wendy Bergseth, who managed the Lake Forest Koenig and Strey office. Through many transitions, they were eventually purchased by Berkshire Hathaway, and they are now officially known as BHHS Chicago.”

Kiki has always been an independent agent. With her growing business, in 2015, she hired Polly Richardson as an assistant. The relationship slowly morphed into a partnership mid-way through as Polly’s business began to grow also. “Bringing Polly on has been a game-changer. There is no way we could be where we are as individual agents. We rely on each other a lot, both physically, professionally and emotionally,” said Kiki.

Kiki and Polly were awarded the BHHS Chairman’s Platinum Award in 2020 with over \$500,000 in gross commissions earned. Additionally, she

“There is no way we could be where we are as individual agents. We rely on each other a lot, both physically, professionally and emotionally.”





has a puzzle going and finds them both relaxing and challenging. “I also needlepoint, and I am just getting into knitting now that I am a grandmother.” Kiki was introduced to meditation and Buddhism in 2009. She has found meditation to be extremely important in keeping a calm demeanor. Often clients have commented on how her peaceful presence has made transactions less stressful.

For Kiki, her relationship with real estate is permanent. She says, “I don’t think I will ever change careers. I truly love what I do.” Kiki is passionate about her community and loves everything about Lake Forest and Lake Bluff. She is kind, generous, calm, positive, and has an outstanding work ethic. She is purposeful in how she lives her life and is such an example of someone who truly pursues what is important.



I don’t think I will ever change careers. I truly love what I do.



is at the top 1% of the BHHS Realty network. Her success comes from her purposeful passion for the business and hard work. “The most rewarding part of my business is the appreciation from my buyers, sellers and investors,” said Kiki. Her confidence, experience, and knowledge has made her well-equipped when helping guide clients through the process of buying or selling. She is intentional in all she does and works hard to gain her client’s trust. She is excellent at communicating with her clients that their best interest is what she has in mind.

“Real estate has given me so much flexibility through the years,” said Kiki. “Now with my support in place, I can work from anywhere, and I do work from anywhere. You can never be totally away from your deals.” With her children in the southeast, she loves being able to travel and be with family. Kiki met her husband,

John Clark, in Chicago. “Our first date was 8-8-88, so obviously our lucky number is 8,” said Kiki. “We met when he worked for The John Buck Company, and I was a tenant rep broker with Mesirow Financial in their real estate department. The real estate community was extremely social back then, with many opportunities for us to spend time together. She met John on Division Street in front of The Lodge, (one of our favorites) then eventually set up on a date by mutual friends.”

Together, they have three children. Their daughter, Lucy (30), is married and has a 4-year-old little girl named Susie (named after Kiki’s mom) and due with her second girl in September 2021. Lucy is a property manager for Kane Development in Raleigh, NC. Their son, Henry (27), lives in Charleston, SC, with his girlfriend, Kate. He has taken after their family’s

love for the outdoors and has two English springer spaniels that he has trained to bird hunt. He was a fly-fishing guide in Alaska for two years and now works as a land rep for RES, the largest ecological restoration company in the country. Their youngest son, Harris (23), graduated from Washington Lee University and moved to Washington, DC, last summer. He works for Kilby Solutions as an IT consultant. “We all make a point of getting together several times a year. We don’t go on elaborate vacations, but instead just like to hang out and be together. Some of our favorite places are ‘the cabin’ up North in the UP of Michigan, Camp Kieve in Maine or on a Florida Beach,” said Kiki.

When she is not working, Kiki says, “I love to go on long walks and take in the fresh air,” says Kiki. “When we visit or travel with the kids, we always find a good hike or walk.” Kiki almost always





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Article written by **Lindsey Wells**

LIFE IS TOO SHORT TO BE UNHAPPY

“Be happy with what you do in life. Life is way too short to be unhappy.”

From the exterior to the interior, Amy Olson loves houses. The architecture, the design, the minute details that make a home a home. Before she became an agent, Amy and her husband relocated five times and lived in four different houses, so you could also say that Amy Olson loves to move! After retiring from a long and successful career in outside sales, Amy was left asking the question, “What next?” Much to her satisfaction, real estate was the answer.

Amy grew up in Lake Forest and Northbrook and was an expat child for a period of time when her family lived in Romania. She graduated from the College of St. Benedict with a degree in communications. After college, Amy was an outside sales rep for ADP (Automatic Data Processing) for over 15 years before jumping into real estate. For five years, she learned the ins and outs of the industry while performing non-agent tasks for Kati Spaniak. “The timing was right when my daughter was a senior in high school to get my license, and I did,” Amy said. She passed the exam and got her real estate license in 2020.

Upon getting her license, Amy opted to join The Spaniak Team of eXp Realty as a buyer’s agent. “The reason why I chose this team was because of Kati Spaniak. She has been instrumental in helping me navigate the sales process with my buyers, contracts, negotiation skills, best practices as an agent, how to develop your sphere of influence, and so much more,” Amy said. “I truly love being a buyer’s agent and working for just the buyers. This enables me to really have a good handle on the inventory in our market. And, I have fantastic relationships with listing agents all over the North Shore and beyond!”

Amy is passionate about finding inventory for her buyers in a price range they are happy with. One of her favorite parts about working in real estate is visiting her buyers after they’ve been in their houses for a few months, just to see what they’ve done with the house and to hear how much they like it.

Eventually, Amy and her husband plan to move and retire to Lake Lure in Asheville, North Carolina. “I’m hoping to get my license there and help people find their dream

...





... homes there too," Amy said. Her husband, Jeff, is the CFO of TrueValue Hardware. Amy relived the expat life from 2003-2006 when she and Jeff moved to Brussels, Belgium, for three years. They have two daughters, Emma, 20, who attends Miami of Ohio, and Grace, 18, who just graduated from Glenbrook North and will attend the University of Illinois in the fall.

In their downtime, the Olson family loves to cook, eat, travel, and spend time at their downtime apartment. "City life is a lot of fun too," Amy said. "It's a great getaway for us!" In her own time, Amy can usually be found socializing with family and friends, taking lots of long walks, making cooking videos, reading cookbooks, finding new recipes, and making plans to travel the world.

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Thinking Outside the Box

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Article written by **Laura Zickert**

Many people stay within the lines for processes and ideas. For Jenny Lim-Spiggos and Pete Mangione, their ability to think outside the box has allowed them to rise in success and ultimately help their clients in both the buying and selling process. They stand out in the market and within their community as a team that provides a five-star experience and has a wealth of knowledge.

Jenny was born in Waukegan, IL. She attended University of Illinois Urbana-Champaign, where she received her degree in Psychology. After college, Jenny worked as a computer programmer for a consulting firm. Growing up, Jenny watched her mother, who immigrated to the United States from South Korea, be a successful entrepreneur. “My mother always would say, ‘Why can’t I?’ and started a retail shoe business that is still running successfully after 40 years. Additionally, she took over a restaurant for 10 years and has been excelling as a general contractor for the past 18 years. Despite a language barrier, she has seized every opportunity. “She taught me hard work and drive to overcome any perceived limitation,” said Jenny.

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With her family owning a building and remodeling business, Jenny said, “My family’s business in real estate investments and building made it a natural transition into a real estate career.” In 2003, she stepped into real estate and received her license.

Pete was born in DePlanes, IL, and attended Purdue University for his undergraduate degree. He later attended Notre Dame where he received his MBA. After college, he began working for his family’s plumbing supply business. Much of how Pete does business comes from how he watched his dad successfully run their family plumbing supply company for over 40 years. “He was ethical, honest and accessible, all while making his clients laugh when they needed it the most,” said Pete. “My passion for real estate came after working with contractors and developers on various commercial and residential projects.” In 2010, he received his real estate license and began his successful career.

Both Jenny and Pete were independent agents until 2017. “We realized that we each had our own strengths and weaknesses. Forming this partnership allowed us to complement each other in all facets of running a real estate business,” said Pete. Currently, Pete and Jenny have two agents working under them. In the four years that they

have been partners, they have had \$50 million in volume with \$20 million of that coming from 2020. Both agents are a team within Berkshire Hathaway Home Services Chicago. They are thriving and giving the highest level of care to all clients they meet. This has resulted in their team having an incredible reputation across the North Shore.

Although Jenny and Pete give 100% to their business, they also have excelled at balancing work and their home. Jenny is married to her husband, John. She is very proud of him as he is currently studying to be an addiction counselor. “I am surrounded by boys!” said Jenny. “My husband, John, and I have two teenage boys, Devin (17) and Brady (14). We also have two dogs, Oliver (4) and Charlie (almost 1).” As a family, they enjoy going on culinary tours in the city and trying new restaurants. “Besides traveling, we like to bust each other’s chops and keep the sarcasm running in our family.” When Jenny is not working, you can often find her playing pickle ball, snuggling with her puppies, and cooking.

Pete is married to his wife, Jayne. She is a teacher’s assistant. Transitioning out of the family business to pursue his passion was one of the hardest things Pete ever had to do. He is very thankful for the support of his family and his wife. Pete and Jayne have been married for 16 years. Together, they

have two children, Jillian (14) and Peter (11). “When we’re not watching Jillian’s gymnastics meets or Peter’s baseball games, we love to attend as many sporting events as possible. Most notably, we love the Chicago Blackhawks and Chicago Cubs.” Like Jenny, Pete enjoys playing pickle ball too. He also enjoys golf and playing on his successful softball team with friends from high school that he has been a part of for 29 years.

With Jenny having 18 years of experience and Pete having 11 years, together, they have created a team that is filled with knowledge and expertise. They have received many awards and recognitions, including most recently the Chairman’s Circle (2020) – top 1% of BHHS network “Best of the Best” award, they continue to remain humble and focused on what is most important, their clients. “We always wanted to enjoy what we do and how we do it. Our partnership has provided us the opportunity to enjoy our work, be successful at it, and yet never feel like we work so many hours,” said Pete.

Both Jenny and Pete stand out in the North Shore as a team that is effective and efficient in how they apply all ideas, while also having fun along the way. “We intentionally think outside the box,” said Jenny. And indeed, both Jenny and Pete have done just that.



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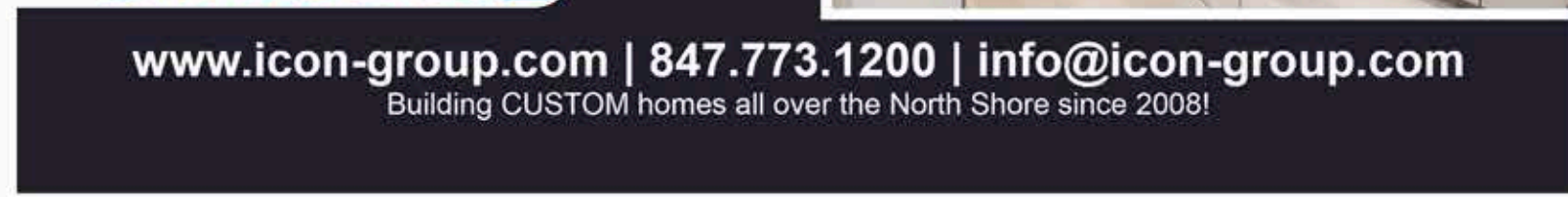
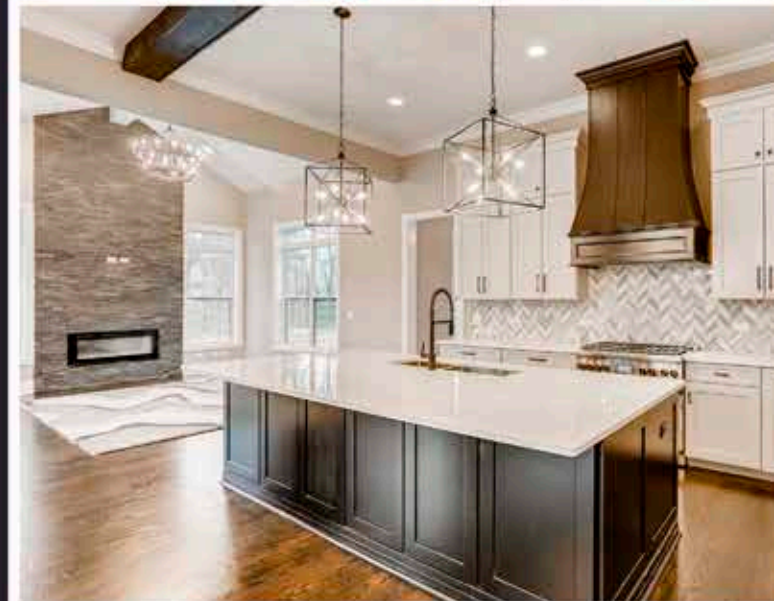
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