

Mitch Wright Plumbing

Story & Photo by: Robert Lee Long, Community Editor

Having the “Wright stuff” has been the key to success for Mitch Wright, founder and principal owner of Mitch Wright Plumbing, Heating and Air, a 33-year-old company that has a clientele list of more than 30,000 satisfied customers across the Mid-South.

The company was recently honored with its eleventh-consecutive “DeSoto’s Best” in the “Heating and Air” category.

“We feel so honored and humbled to win this award yet again,” Wright said. “We are very thankful. It’s a great honor for us. We have been in business for 33 years, and we have won this contest for the past 11 years. That is special to us.”

For Wright, the company’s growth and development is due in large part to his family.

Wright’s son Mickey Wright serves as the company’s general manager and his daughter

Katie Wright serves as the call center manager.

“Our company is bigger than its ever been and it’s because of them,” Wright said of his family.

Mitch married Dot, his high school sweetheart, in 1971 and mark their 45th anniversary this year.

“We consider all of our customers to be family,” Wright said. “It’s the same way with our employees. Last year out of 450 companies throughout the country, we were No. 11 as far as employee satisfaction.

We train our people well and pay them well. We have top-notch people who trained really well — not just by us — but they undergo training across the country. I think that’s really the key to our success. They are trained not just to fix heating, air, plumbing or elec-

tric but they are trained how to treat people. Our employees have to have good people skills. The customer always comes first, the employees second and the company third.”

During the past three decades, Wright said the company has grown to include most of the Mid-South region. Mitch Wright Plumbing Heating and Air now has 23 employees and a fleet of 12 trucks.

“We go all the way to Tipton County (Tennessee) and down to Batesville,” Wright said. “We started with one employee — myself.”

Wright said he had gotten laid off from the former Delta Refinery (later Valero).

“I had the best toolbox around,” Wright said of his decision to go into business for himself. “They called me back but I really liked helping serve the customers I had gotten to know. I love people. God has blessed me.”



Mitch Wright, President of Mitch Wright Plumbing Heating and Air, a family-owned and operated business for more than 33 years, along with his family, from left: wife Dot Wright, daughter Katie Wright and son Mickey Wright.