



## **Expert Auto Center**

### **Wichita State University | Existing**

In 1994, Liban Faissal established Expert Auto Center in Wichita, Kansas. Committed to success and providing high-quality customer service, Expert Auto Center has been a vital part of the community, providing over 30 jobs in five locations. Faissal and his team also pride themselves on being active members of the community, partnering with charity organizations such as the St. George Orthodox Christian Church.

When Faissal was ready to open his 5th location, he reached out to the Kansas Small Business Development Center seeking help in securing a loan for new shop construction. With the help of Kansas SBDC advisor Frank Choriego, Faissal developed a business plan and cash flow projections to successfully apply for a loan with the U.S. Small Business Administration.

Choriego noted that he was most impressed with the fact that Faissal and his team were “committed to success by having high-quality operations, staff, customer service and following through with action items to make things happen.”

“You have to be passionate about the business,” says Faissal. “It must be among the top priorities for the business owners. Have a good relationship with your bank and have a plan to help identify challenges.”