

Interviewee: Andrea Castinetti
Interviewer: Tyler Amato and Alyssa Johnson
Date: March 8, 2023
Place: Shrewsbury, Massachusetts
Transcriber: Tyler Amato and Alyssa Johnson



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Abstract:

Andrea Castinetti was born in the small town of Swampscott, Massachusetts where her family owned a florist center. She lived in the Boston, Framingham, Metro West area before moving to Shrewsbury, Massachusetts where she has resided for the past 25 years. She is currently living with her fiancé, his two children, and her two golden retrievers. Andrea attended Northeastern University for two years, studying as a nursing major. She decided to transfer to Framingham State University for her last three years and study education. She holds a degree in elementary education, however that was not her passion. As an entrepreneur, Andrea bought her first business, a juice bar in a local gym, at the age of 19. She then went on to own a tanning salon business which led her to her real-life passion in real estate. Founder and owner of Castinetti Realty Group in Shrewsbury, Massachusetts, Andrea also has offices in Charlton, Falmouth, and is a partner in an office in Boston Massachusetts. Andrea has earned multiple awards and recognitions, including a key to the city of Worcester. Growing up in a small business family, Andrea has seen what it takes to run a business and feels she has learned from it. She is an “outside of the box” thinker and not afraid to take a chance. In this interview, Andrea discusses what it takes to be a successful woman in business. She prides herself on building relationships with people to further enhance her business and sees herself as a mentor for those new to the real estate business and also a role model for her fiancé’s children. Her REal Talk Podcast highlights a day in the life of a real estate agent with guest appearances from industry professionals. In the interview, she also discusses combining her passions of real estate and charity into the nonprofit organization, the Kindness Coalition of MA. She gives back to the community that supports her “one sale at a time” by donating a portion of her agency’s commission from every real estate sale to a local charity in the client’s name.

AJ: A lot of these are like checklist questions, but the interview is going to be published and transcribed and put into the Harvard [Schlesinger] Library. A lot of it is check listed because there is a guideline we will follow.

AC: So how do you want me to answer them.

TA: However, you want. You can explain, you do not need to explain. There are a just a lot of questions that we will rapid fire through.

AC: Okay.

TA: So, your full name, including the maiden and married if it applicable.

AC: Yep. Andrea Beth Castinetti.

TA: You were born where?

AC: Swampscott, Massachusetts.

TA: Have you ever been married?

AC: Years ago, yes.

TA: Do you have any children?

AC: No.

TA: Do you identify with any cultures or ethnicities? Family background, all that?

AC: I'm Italian, 100%.

TA: Me too, the best. So, tell me about your parents.

AC: Yep, so my mother's name is Betty-Anne, she lives in Swampscott. My father's name is Steven, and he lives in Saugus. Obviously, they are divorced.

TA: Is that all you have lived in your life or have you lived in different places or neighborhoods.

AC: So, I've been in Shrewsbury for 25 years, I am from the North Shore, so I am originally from Swampscott and then I lived in Boston, Framingham, Metro West for a while but here the longest.

TA: What was it like generally there in your neighborhood?

AC: When I was in Swampscott?

TA: Yes.

AC: Swampscott was great. Small town, everybody knew each other. My family owned a business there forever, so I grew up, you know, having that small business background. It was great and near the ocean.

TA: Do you think it helped you today, your small business background?

AC: Totally, yes. You know when you grow up in a small business family you see the struggles and you see what your parents and grandparents go through, and you know, the ups and downs of what it takes to run a business. So even though I was really young for that, I definitely learned a lot from that.

TA: One hundred percent.

AJ: What was the small business?

AC: They owned a florist—it was a florist center, and I was out there with my grandfather. It was pretty cool.

TA: That is cool I bet.

TA: So where do you live in the city now? Do you live close to your office.

AC: Yes, I'm in Shrewsbury, a mile down the road.

TA: Any family members here?

AC: Nope.

TA: Just alone?

AC: Yes, all by myself.

TA: Working and making money?

AC: Exactly.

TA: So what changes have you seen in Worcester overtime, I know you aren't from Worcester but around the area, have you seen major changes?

AC: Yeah, definitely. I mean, 25 years is pretty much a lifetime for some people in certain areas, so for Worcester and surrounding areas, I mean Worcester has Polar Park which was a huge addition. You know, the restaurants in the city are a huge draw for people. It is definitely more affordable than say, Metro West, so a lot of people are coming out this way. From a realtor point of view, we see tons of people coming out here just for the opportunities for living and having the ability to buy a larger house or rentals and rentals for resident students and stuff like that.

TA: Yes, there are some pretty big houses out here that are very pretty.

AC: Yep.

TA: Do you think women's experiences in Worcester and Shrewsbury have been generally progressing in women culture.

AC: Absolutely. I mean its 2023, so you know far as that segregation and women not having—I mean I have so many powerhouse women I am in conference with all the time, I have self-made women, and women entrepreneurs. You know, I think opportunity is what you make of it, so you know, real estate was originally a male-dominated industry, I was in the fitness industry which was male-dominated for many years, but if you have that personality like we talked about earlier, if you have that opportunity and the personality to say, "Listen, I don't care if it is male-dominated, here I am," opportunity is what you make of it.

TA: I'm sure it is uplifting that a bunch of boss-women are around you.

AC: Totally, totally. Real intimidating for men, but you know, great for other women.

AJ: So we are going to go into your education background. If and where did you attend school?

AC: Yep. So, I went to Northeastern for two years, I was actually in nursing because when I came from a small town, I thought I was supposed to do the safe thing. A nurse, or a teacher, or something with consistency. And two years in I was like, "Nope, this is definitely not me." So I said, "Let me still stay safe," and I went to Framingham State for my last three years and I was in education. So, I actually have a degree in elementary education. Then I realized, "You know what, I am not that safe person," so I took a chance and bought my first business at 19.

TA: Good for you.

AC: It was a lot of learning.

AJ: Kind of going off of that, like where you said you settled for a little bit, was that your biggest challenge and if so/if not, what are so other challenges you faced?

AC: When I settled for like my major and what I was studying?

AJ: Yes.

AC: Yeah, you know so many times people will look to stay inside that box because they are scared to take a chance, and they don't know what's going to happen. So, you know, for me I've always been the one to take chances. So, finally I just had to say, "I need to do what is going to make me happy." I never want to have a day that I have regrets, so I am always taking chances, and if you fail you learn from it.

AJ: So, after you finished schooling, was your first option to open your first business, was that your go to?

AC: Yeah, so basically, I was, I think a junior in college, going into my junior year. I was in the fitness business, and I used to work at a juice bar because obviously I wanted to work, and then I did such a good job there that the guy said, "I want to get out of this business, do you want to buy it?" So, I had 10,000 dollars in the bank, and I'll never forget, I was like, "Oh my gosh I'm going to withdraw all of this money," gave him 10,000 and bought the business. I was like "Oh

god,now what?” Then I just learned from people, and I just ran with it, so I was in the fitness business for 10 plus years.

AJ: And then, what would you say your most important network or mentor was; who was that and what did they offer you?

AC: So yeah, so to me networking is literally the most important part of any successful person, successful business owner, anything. I am so lucky to have the network that I have, and I have had so many different businesses and lived in so many different places that I have long lasting relationships with people. I think, you know, especially when you are young – even now in real estate, I have been in it for seven years, but I look up to people that are successful. And you know, I want to learn from them, I am always taking tidbits of whatever I can from whoever I can. So, it's important.

TA: Yeah, you are learning every day.

AC: Definitely.

TA: So, what has this work meant for you, like it has shaped you as a person, I'm sure because you are very -

AC: Real estate?

TA: Yes.

AC: I mean, real estate is literally relationship building. And you know, there is always a reason someone is buying or selling or renting, and if you take the time to hear someone's story, you are building a solid relationship there. And, to me, that is my favorite part. And obviously helping someone find—real estate is probably one of the biggest fields that you are ever going to buy or sell in your life, so being a part of that is like being part of the family.

TA: Yeah, and following up on that, does that allow you to have, obviously, a better relationship, but in the future to have that client forever since now you know a lot about them.

AC: Exactly. You know, some people are transactional, so they just want to close a deal and then move on. For me, like I want to know how their house is a year or five years later when they have their kids, when they're retiring, you know? So, you keep those relationships, and you know, it's work of course because you are always trying to juggle it – and social media helps.

TA: I'm sure.

AC: So, you can kind of keep tabs on everybody.

TA: Yeah, yeah.

AC: The good and the bad.

TA: So, what are your primary responsibilities in terms of housework or childcare?

AC: So, my dogs are my kids. So, you know, they are puppies, they are Golden Retrievers. They are definitely a lot of work, like my two little toddlers. Housework, you know I mean when you work a lot, you realize you can't do it all and it's like, I know my strengths. I'm not going to sit there and go mop my floor, I have the best cleaner, she is awesome. That is her specialty, so for me, spending however much I spend a month is well worth it. And you have to, you can't do it all. You can try, but you'll spin your wheels and burn out.

TA: No. So that's how you balance everything? You basically have different people doing different things?

AC: Yes.

TA: Do you think there are pros and cons to the path you've chosen?

AC: So, there's a million pros and I will get into that. Cons? You know relationships, you know real estate can be very time consuming and you know, depending on how much you want to put into it and how much you want to get out of it – So for me, owning a business, I have three offices, I have 20 agents here, and I'm always accessible. So, when you are always accessible, other areas, you know, can lack. So, relationships, and friendships, and things like that. So, you have to find your balance and it can definitely be a con if you can't find that balance.

TA: Now did Covid help you or did it not help you because I know Zoom could get you a lot more clients or you could struggle with it.

AC: Covid was the busiest time we have ever had in real estate. I mean literally, my dog could have put a house on the market and sold it, you know, we have never seen anything like that.

TA: Yeah, I bet.

AC: I mean, Zoom, yes, you know you didn't have that personal relationship – I held an event last night with probably 70 people and it was awesome to be in a room with all those people face to face. Covid changed a lot, you but I mean if I don't have to do anymore Zooms, I'm good.

TA: I know.

AC: I learned a lot about Zoom for a year and a half.

TA: Yeah, right? Do you have any regrets? In life or in your career and everything?

AC: Yeah, I think everybody has regrets, but I don't look at it as a regret, I look at it as a learning experience.

TA: For sure.

AC: You know, I mean unfortunately I got married years ago for the wrong reasons and you overlook red flags, and you look now as I'm more mature and well-adjusted in life and, "why did I do that?" But you learn from it. So, I don't ever harp or have ill-will, you know you're always going to have regrets, but you know, I always look at it as a learning experience.

TA: Yeah, for sure. So, this question is asking about like volunteer and community work, but I know that you're with the Kindness Coalition, I just want to know a little bit about that.

AC: Yeah so, I've always done charity work. It started when I used to be in dog rescue for many years as well. So, that started probably 15 years ago. So, for me, going through—I always have a hard time saying no, especially if someone kind of sucks it up and says, "I need help," because that is a very hard thing with pride to say, "I need help." So many people don't ask for help and then they're just scrambling and that's what leads to depression and some other negative things. I've lost a lot of people to suicide. So, for me, it's—I didn't want to spin my wheels trying to help people, but I realized that I was spending every dollar I had trying to help people. So, when I opened by office, I said, "Okay, I want to find my niche in real estate, how can I combine my passions." My passion is real estate, my passion is charity. So, I said, "Alright, lets combine the two." So, basically our mission here is giving back one sale at a time. So, Kindness Coalition was formed when Castinetti Real Estate was formed. After every sale all of my agents donate to a local charity under our client's name. So that is one way we give back. And then we have a huge network of Kindness Coalition – you can add us on Facebook and check them out – but we do signature events throughout the year for the homeless, for DCF [Department of Children and Families], for Thanksgiving, for Christmas. So, we have signature events, and we do a summer event. We are always trying to do our part and do what we can in the community.

TA: Good for you.

AC: Yeah, thanks.

AJ: Okay, so like kind of going with community, do you see yourself as an activist politically, or an activist in any sort of form?

AC: Yeah, yeah. So, I like to call myself a champion for like the underdog. I am not political. Politics to me, I feel like is so divisive, it brings out the ugly part of people. You know, people have always tried to get me to run for things and to me if I ever put myself out there politically, half the people are going to hate you off the bat. And you, where's it going to get you? So, for me I like to have my nonprofit, if I want to do an event tomorrow, I don't have to ask permission or go through all these channels, I can just do what I want when I want and how I want. So, you know, I'm all about helping but I don't want to go through all the red tape. And when you are working in the political arena, and I have tons of friends in it, you know, your hands are tied a lot of times. You want to do all these good things, but you have to have all these people on your

side. So, for me, I say, “Look I’m throwing this event tomorrow, who wants to jump on?” And if 100 people jump on, awesome. And I don’t have to ask permission, hence why I’ve owned my own business all of my life. I’m not good at asking anything from anyone else.

TA: You are your own boss.

AC: Exactly.

AJ: So, kind of looking at your life as a whole thus far, what would you say has gotten you through the tough times, whether it's in like business, outside of work, in general – what keeps you motivated?

AC: So, I’m almost mid-life, you know, scary to say but I’m going to be 47. So, for me a positive attitude literally can change everything. I’m always talking to people trying to motivate them and we all go through stuff. You know, I’ve been very low—I’ve filed for bankruptcy, I have done a short sale on properties, I’ve been literally at rock bottom. But I’ve always realized that it is temporary, and a lot of people can’t see that. So, I think honestly your attitude is number one most important. And then there’s having some people you can rely on to help you out of that bad stuff. So, for us at the nonprofit, it’s—people know it’s safe—and they can come to us with nonjudgement and if they ask me for something, I’m going to get it done no matter what. And I think that’s super important because a lot of times when people are low, they feel very isolated, and they don’t know where they can turn.

TA: That’s a very good tip.

AC: It’s important because the problem is, think about your lowest point. You guys are young so hopefully you haven’t been at a lowest point yet, but people think there’s no outlet and they think that nothing is ever going to get better, and they are going to be in this black hole. When you have that negative mindset, you keep telling yourself it’s never going to happen, so where are you going to go? So, you need those people that you can rely on to say. “Listen, we’re going to get you out of here.” I had a lot of friends go through some very dark stuff, and I’ve learned a lot throughout the years.

TA: Do you think helped you – well not helped you but like learned from the friends that had dark things and compare your stuff to theirs and be like, “I shouldn’t even be comparing?”

AC: You know, that’s a hard thing to say because people will always say, “Oh, look at this person.” You know you can’t compare because when you’re in that you’re like, you don’t care what anyone else is going through because you know what you’re going through. And when you help them try to identify what’s going on with them – and again that’s hard to identify- but you know when you help them identify and give them those tips and tools to and ways to kind of get out of that, it’s crucial to have a few people that you can rely on.

AJ: So, kind of going off of that and how you have used your positive outlook on situations, if you like look back on your first definition of success and compared it to now, has anything changed?

AC: You know, for me, I don't love talking about myself and everybody that knows that, knows me. And I never say, "I'm successful." Because, you know, for me it can be taken away in a second. So, I always try to stay humble, that's literally super important but you know my first success is for me, real estate is one of my major successes. You know, I was lucky enough to get the "Key to the City," that was amazing. I was named "Hometown Hero" twice for different organizations. So, those to me are like recognitions that give me a little validity, saying "Wow, we are making a difference." But it's not just me, and I'm always clear that like I couldn't do half the stuff I do without all these people that are next to me. But I remember when I was an agent for two years and I said, "You know what, I can't work for anyone, I'm going to open my own place." A couple people were like, "Are you out of your mind, you're never going to make it past your first year, it's never going to happen. Don't do it." And I thank God to this day that I didn't listen. You know what, if someone tells me "no" I am going to do whatever I can to make it happen. I'll spend my last dollar to do whatever. So, to me, that was one of my biggest successes, was saying, "You know what?" Now, I've been in business for seven years and we made it – you know we aren't there yet but there is always room for growth and all that. But, now having three offices definitely helped me prove to myself that even if someone tells you no or even if you're second guessing yourself, there's definitely ways to get to where you want to be.

TA: Thank the haters.

AC: And there are a lot of them, which is unfortunate. I mean, I don't have that mindset – I hope everybody makes 10 million dollars a year, but you know, you have to have thick skin especially in this business and I never realized it because I was never in those industries because usually, I'm used to supporting people and they support you. This business is definitely a lot different, and I never realized, so I'm like, "Thank god I have gotten thicker skin." But in the beginning, I was like, "How can someone say that?" It's wild.

TA: Do they still get under your skin?

AC: They try. But you know what? You just got to rise above.

AJ: You were talking about the awards and recognitions, could you talk about that a little more?

AC: Yeah. So, luckily, we have been named "Best Residential Reality Group" and I've been named "Best Realtor" for four years from the *Telegram [and Gazette]*. All through Covid I did a huge fundraiser and we supplied PPE[Personal Protection Equipment] to all the hospitals and the National Guard, and in jail and everyone. So, I was named DCU Hometown Hero and then the *Telegram* just named me Hometown Hero, and I got Key to the City years ago which was a huge

surprise as well. So, yeah, it's cool to see all that stuff, you'll see some of our awards here. There's the Key to the City, just different little things and it's pretty cool to see that.

TA: It must have felt great.

AC: Especially if I am having a down day, I can look at this and remember where we are.

TA: Is that your winners wall?

AC: Exactly. That's a good word for it, I'm going to call it that.

AJ: So, kind of based on your experience as a whole and being such a powerful woman, what advice would you give for like my generation or younger generations?

AC: Totally. So, my fiancé has two kids, and they are 16 and 20. You guys are probably similar in age. And I am always trying to teach them, you know make your own money, take chances, learn from those. You know, one failure does not mean you are a failure. Don't second guess yourself, it's important, you know. I mean, if you want something don't just say it. Because it is easy for people to say, "Oh I want this." But what is your plan? So, you need to have a plan and you need to write your plan down, you need to see your plan every day because the only way you are going to get it is to say, "Oh, that's right let me remind myself" and if you can't do it by yourself, ask for help. I mentor people left and right, you know, and I have been mentored by people. It's important to learn from people who are where you want to be or somewhere you want to be. So, I'm always happy to talk to anybody and I think you can really learn from valuable things, especially at such a young age. For me, being almost 40 and starting a new career – most people my age are like, "Oh my god I could never," but you can. But people don't take those chances.

TA: Do you think a lot of people's - not financial situations, but their home situations, like a few kids, maybe like you have dogs, and no kids, but new kids – do you think people in their 40s get scared because they don't want to leave their kids for work?

AC: Of course, yes. For me, I was in a different position, you know? I mean I was single, I had money in the bank, I was like you know what (inaudible)... keep your credit good because you can't do anything without credit and have money in the bank. I deal with first time homebuyers all the time—they have no money and horrible credit – I'm like, "How are you going to buy a house, how are you going to buy anything?" But, getting back to that, there's so many things that you guys can do but having a new baby or things like that – it's hard to take that chance. I mean, I lived, breathed, and worked 24/7 when I first started. Now I have, luckily, some more balance. I don't know, but enough balance, you know?

AJ: Going back to when you were talking about the advice that you'd give us, do you have like a quote or piece of advice that you personally live by?

AC: So, I don't have a quote, but I always use the example of being in that box and being so scared to even put a toe outside of that box. And you know, people stay where it's safe and I hear it all the time, that they're miserable. So, I say, "God forbid, you could be dead tomorrow." You are going to die with regrets, saying "I should have done that." I don't want to be 90 and saying that I should have done that. I'm going to do it all now because who knows if I am going to be here tomorrow. I pray we are but its fear that holds so many people back. And it's unfortunate because there are so many brilliant and amazing people that can contribute so much, they just don't know how to take that first step. Put a toe over that line, very baby steps. For me I always crash through it but not everybody is like me so.

TA: Were you an overthinker as a kid? Not a kid, but like getting into business because I, myself am an overthinker and things are going to be harder before I get into it.

AC: I am not an overthinker. I'm impulsive. So, for me, like that Charlton office, I thought about opening another office, this opportunity presented itself, I'm like you know what, let's do it. We are going to do it, if it doesn't work, it doesn't work. My director of operations, she's like, wait a minute, we have to think about it – you know, I'm not a thinker, obviously I'm not super impulsive but for me, I'm always going to take a chance. And if it doesn't work, then okay we tried it. I do want to say, we should have tried this because who knows, you never know if something is going to work if you don't take that first step. That's why overthinking can be a burden and you talk yourself out of it, so again, you have to make smart decisions, but chances are that there are so many things that can be done, like people who do not take that step or talk themselves out of it because they're thinking about all the cons – think about all the pros. You know, I'm a big pros and cons list, the kids hate me at home, I'm like make that list and let's look at it.

TA: But that's helpful.

AC: Right, 80 pros and 6 cons, okay how do we go through those cons and how do we beat them. And there's always a way, so everything is possible if you try.

TA: So, did religion ever play a big part in your life or not really?

AC: No, I am religious, you know, but I'm not like – that doesn't sway my decisions or anything like that.

TA: Yeah, and you said you're not political so none of that?

AC: No.

TA: Did you have any health issues that impact your life like growing up.

AC: No, don't jinx it. No not that I know of.

TA: And your children, your dogs, you are responsible for their health and your own, correct?

AC: Listen, everyone calls me Mama C. here, so I am literally every agent's mother here, and anyone else that needs it. But yeah, I'm always – so for me, I'm like the go-to for people because A) they know it's safe, and B) they know that I'm going to find a solution. You know, I'm that person that won't stop until I can figure out how to get something for someone who needs it.

AJ: Has that ever backfired on you?

AC: It's exhausting. When you try to be – o I set that precedent and that's fine, it motivates me definitely, but I mean if you see my inbox sometimes its – you know, you feel bad. Because people are struggling, especially after Covid, like so many people need help. And mentally need help, so I'm always trying to be that positive person, you know and it's funny. There was this meme that I saw, it was a yellow stick figure, filled, colored in yellow and then all these brown people around him, empty. And then the yellow person would go towards the brown people and then little by little the yellow was going into the brown filling them up and then that yellow person was depleted. And I couldn't feel that more.

TA: It's deep.

AC: Because it's such a simple cartoon but it's like so real. So, I've learned for some self-care to take my time so I can recharge, because I can't be everything to everyone if I'm not healthy, so. But yeah, it's definitely tiring.

TA: I'm sure.

AC: But it's worth it, you know. Years later people come back – I helped a homeless girl and her baby and I followed her on Facebook and she got her own apartment, and I tear up every time I see her messages. She's like, "I made it, I want to give back, I'm on my feet." Just to see that stuff and so many people just know that there's people in their corner and when you see them like make it and start helping others. It's just a whole pay it forward effect.

TA: That must feel so good.

AC: Yeah, it's awesome. That's what it's about, you know?

AJ: Do you have a favorite story from like – you were kind of talking about how you helped the homeless women- do you have a favorite story that you look back on?

AC: I have a million stories. I could tell you a million.

AJ: What's the first one that pops into your head?

AC: She's definitely one of them, you know that's for sure. People on the street – there was a woman that lived in a car with her dogs, and we got her housing. She's on her feet now. You know, we do a lot with the homeless. So, to see- and again, it's a different population. So, to see some of them years later is pretty amazing there. And DCF, we do a ton with them. You know,

just watching people get back on their feet is literally just, its more motivating to me to say, “listen we really can make a difference” you just have to do something.

AJ: That’s nice. You were mentioning your board of directors in your other office. How was your hiring process with like getting agents in here? Like how did that go?

AC: Yeah, yeah. So, when I first opened from the previous company, a few people came over with me. I was like listen, its brand new, never owned a real estate office in my life, there’s going to be some bumps in the road. I have a couple still with me and I think people really respect our mission here. They realize we’re not just realtors, and I never want to just a realtor. Everybody knows 150 realtors, I really want to set ourselves a part, so our mission is really giving back to the community, so I think that draws a lot of people towards us. When I first opened, I was a very big control freak, I was like “I have to do it,” so here I laugh. I’m the janitor, I’m the CEO, all that. But, for me, I’m all about energy when I meet people and you just get a feeling from people that they are going to be a good fit here. So, we don’t just hire to hire, and Shavon, she’s my director of operations. She’s great. She came from corporate. She now is a prime example. Five kids worked corporate life for 25 years in Boston, driving from Shrewsbury [Massachusetts]. I sold her her house, we met online and years later, she’s like- she comes to me- she’s like- I want to open a business. I was like- what? You know, you’re leaving corporate-like- with all these kids and... what are you crazy? And she told me the business idea. I go, “That’s a horrible idea! Why aren’t you going to real estate”? And she’s like-, “Never even thought of it.” She took the test, came, and started working with me, and she’s been here ever since. And you know... she runs part of the office and for me I felt a little safer giving up some control there and now, you know... in order to scale, you cannot be everything in this business. You know, selling, being there for everyone, training your agents, doing all the day-to-day. So now we have great people on a management team, that have all their distinct goals.

AJ: Where are your other two offices?

AC: So, one’s in Charlton [Massachusetts], one’s in Falmouth [Massachusetts} and then I’m a partner in an office in Boston [Massachusetts]. Yeah...Yeah...so.

AJ: OK. Yeah, that is very nice. Do you have like a favorite neighborhood in Shrewsbury? Do you only sell in Shrewsbury now?

AC: Oh, God no. No, no. So, I live in Shrewsbury where I have my main network here. No favorite neighborhood except my own. I don’t want to put that out there. Yeah...so. I love Shrewsbury, you know, this is like my second home. You know, it’s just I mean I love Shrewsbury as a whole. So, I have to say that my neighborhood is my favorite. I live on a dead-end road with no neighbors, so it’s like my little sanctuary that I can kind of go and escape.

TA: Nothing like home.

AC: Yeah, exactly.

TA: Did it feel good to put your friend on to real estate? Like you got put on to real estate and like take the chance and be- try realty?

AC: Totally. You know, when you mentor people—and really—and I do a podcast and I show the real life of real estate. You know... how to become an agent. The good, the bad, the ugly. I'm never going to sugarcoat it. Real estate is hard. Ninety percent of the agents quit in the first year. You watch \$1,000,000 listing and your like, "I'm gonna do this. They're making \$1,000,000 a year." And I've watched them all and I'm like, "This is the best show ever." I'm never going to be that. We're not in California. We're not New York where these people have been seasoned brokers for years. So unfortunately, I tell people, this is not \$1,000,000 listing they're going to be in, you know...every area imaginable running around. You're not going to make money right away. You're trying to build a foundation. Like building a house, and it takes time and people don't realize that, especially if you need consistent money. It's like a rollercoaster. Right now, is our slow season and every agent is freaking out. We do this every year. It's winter now. You start to prep to get ready for the spring. And I mean as much as I say it every year, they still freak out every year, but it's a rollercoaster, definitely. So, people have to be prepared for that in real estate.

AJ: The beginning of your process, you just mentioned like in the beginning, it's very difficult to make money. Like what was that process like?

AC: So for me, I owned tanning salons and spas, so everyone looked at me as like the tanning girl and that was my reputation on that. Not a bad thing, but for 10 plus years. So now all of a sudden, hey, I'm in real estate, so people have to look at you different. You have to prove yourself. You know, just because I have a real estate license doesn't mean everyone's going to come use me. So, you have to prove yourself. You have to start to build your portfolio, you have to start to build your foundation. And the only way to do that is to put yourself out there. But again, putting yourself out there opens yourself up to criticism. So, people again are scared to put themselves out there. I hear it all the time. People say, "Who is this girl?" They don't know me and everyone's ready to judge. And I'm like, "Listen, this is my career. This is my company. I want to help people". And honestly, the only way to do that and get people to follow you and trust you is to put yourself out there. So, you know, social media is a great tool to do so, but again you need a little thick skin.

AJ: Yeah, that's what I was going to ask. If, like social media was your main source of kind of getting yourself out.

TA: I'm sure nowadays.

AC: Yeah, yeah, Facebook helped me immensely. I mean, it's just because I don't just throw up real estate [posts] on people and I show people my real life. My dogs are hilarious. People love to follow them, you know? So, and it's just... I show people what my life is all about; the good and the bad.

TA: That's the good thing about Facebook versus Instagram.

AC: Totally right.

TA: Facebook's your life.

AC: Exactly. Exactly. Yeah, I mean. I'm not gonna put some filter picture and be like, my life is amazing.

AJ: What kind of dogs do you have?

AC: They're goldens.

TA: The best.

AC: So, they're hilarious.

AJ: That's the best.

AC: Yeah, people like them way more than they like me. But I'll take it.

TA: When you're not working or at home is that how you spend your time? With the dogs?

AC: Yeah. Yeah, so I mean obviously, I work out. I mean the dogs are, that's your responsibility, you know, helping to raise teenage kids and, so it's ...

TA: A pain

AC: Exactly

TA: So how were girls treated back then when you were in school? Was it any different than it is now? I know times have changed.

AC: Yeah, I mean I was—so for me, I'm a little bit different because I'm the youngest of 10 grandchildren and I've always been the loudest and the one that's always out there. I have an older brother, but I'm way more out there than he is. So, for me, I don't think I've ever really been discriminated against for being a woman. And if I have, I couldn't care less, you know. So, I mean for me it's like, OK you say I can't do it. I'm going to do it anyway. I think if it was like my mother's generation women didn't do what we did, you know. And I mean, I actually heard it, a lot when I own my own business, you should be home. You should be raising kids. I should be doing a lot of things, like who the hell are you tell me what to do.

TA: I can do all that.

AC: You know, this is my life. I don't think you can actually tell me how to live it. But I've always done what makes me happy. As long as I'm not hurting anyone no one should care how I live my life.

TA: You think that helps you be successful just living your life the way you want it?

AC: Totally. Yeah, you know, I mean it's—my mother is on my Facebook page which is hilarious too, but she's like, “I can't believe someone would say that.” I'm like, “Please that's like—you have no idea. That's tame.” But some people can't handle that, and some personalities just internalize that and I'm like, OK, you know, it's it takes a while to get there though. I mean, again, being 46 versus when I was like 20. You guys, it's hard because you're like, “Wait a minute this is really how it is.” It's a tough world for you guys to be honest, the way you guys are growing up.

TA: Especially the way kids around us are growing up too. There's no respect anymore, no anything.

AC: It's social media! It's like the downfall for you.

TA: For everything.

AC: The 16 year old I have at home, when she dates or whatever, I'm like did you guys talk on the phone? But no one talks on the phone. No one. Everything's Snapchat. I'm like, “What do you even do on Snapchat?”

TA: Or Facetime now... I can't ever pick up the phone.

AC: Yeah, crazy. She's taking pictures of herself, snapping someone. She's like yeah...like... that's it. You guys don't have those relationships, you know. For us at my age, you know, we were outside all day, every day playing with our friends. But you guys are inside. Maybe not even specifically, but the video games. And all of that. I mean it kind of sucks for you guys, you know.

TA: It does. No, it does.

AC: No offense. You just—but that's why you have to say let's do it different. Let's meet; let's go out; let's do stuff and put your phones down.

TA: Exactly.

AC: That's another thing-I guess snap- everyone cares, you know.

TA: Nobody cares. Nobody.

AC: Put the phone down when you go to dinner. Everybody should put their phone in the center of the table. Whoever picks up first pays the bill.

TA: That's the biggest pet peeve of mine, everybody's on their phone.

AC: Right. I had an event last night. There were six people, are you guys talking to each other? Put your phones down. You know, we're at an event together. So we all need that reminder.

TA: The sad thing is now parents putting their kids on an iPad at the dinner table instead of letting them talk and socialize. That's my pet peeve.

AC: Yeah, I mean even to this day, like my rule is no phones at the table and we're old so you know.

TA: Yeah, and you have teenage kids now, too.

AC: So yeah, and then that would be good down the road, when you guys have kids. Yeah, I can only imagine what it's going to be like when you guys have kids.

AJ: You were just talking about events. What are those like?

AC: I love events, so last night I actually—I realized that we're always hosting events for clients or my team. So, I said, you know what? I'm gonna host an agent appreciation night, and I'm gonna invite every single agent that I know. From all different companies and industry professionals. We're going to have a fun night. It's called School Yahd in West Boylston [Massachusetts]. So, it's this big huge warehouse with all games from my generation. So, we threw a huge party last night. We had like 70 people just a good way to bring us together, to network and meet people that are on the other end of transactions. It ended up being National Cereal Day yesterday, so I said, "Listen—again the charity component—I'm throwing this event for free, but come, bring a box of cereal for the local food pantry." So, we collected like 85 boxes of cereal. And all of our agents and mortgage brokers and lawyers got to network. It's just a fun way for people to be together. So, I love doing some of that, like different stuff.

TA: That's cool.

AC: Yeah, it's important.

TA: Gives people a purpose too, to go out and get cereal-bring it.

AC: Totally right.

TA: Yeah, that's cool.

AC: And you know, get out of the house.

TA: Yeah, exactly.

AC: And actually talk face to face. Even my people don't talk face to face.

TA: I know especially now. They get uncomfortable. Or they get uncomfortable in a social situation.

AC: Yeah. Now I kind of force them because I'm like, alright, I'll see you tomorrow you know.. so...

AJ: Do events like that kind of keep the competition in real estate friendly?

AC: So, you know... it was cool. So again, I've only been in real estate for seven years; so I'm considered the rookie. So, as I put it this is going to be kind of hit or miss. You know, some people might look and see that I'm hosting this event and say, "I'm all set." But we had some veterans, 20-to-30-year veterans come to this event that I never thought would come, which was a huge ego boost. And then tons of other agents and the one thing everybody kept saying was thanks for bringing us together. So sometimes people just need that person to step up because all I ever hear, even in charity, is "I want to do this, we need to do this," but no one does it. So, then there's me. I'm like, alright, let's do it. You know, who cares? We'll rent the whole place out, get a ton of food and drink and you know, see what happens so...

TA: It's good to have someone like you.

AC: Luckily, it was a good thing and then that will just carry on. Yeah, do it every year or every six months or something. And people had a great time.

TA: So, I know you said you watched your parents struggle at the florist and all that that made you want to go independent, but was it tough originally with the decision and like the backlash you were getting and all that?

AC: Yes! My God, I went to college for 5 years, had you know... \$8 million in debt and my mother is like, "What are you doing? You're not going into...." She's always supportive, but I just remember I was student teaching and one of the veteran teachers was like, "What are you doing, don't come into this industry!" I'm like, "You're telling me now, I'm graduating. You couldn't tell me this three years ago?" I'll never forget that. And she's like, "You're not respected, you work crazy hours, you make no money." So, I'm working at my juice bar, and I'm like—well, I didn't know it at the time and something just clicked and I was like, you know what? I'm gonna just bite the bullet. Tell my mother-I say listen-you know-so she- I don't think she- I don't really remember it was forever ago. But I do know she wasn't thrilled at first, but you know... my mother always supports me to the end.

AJ: What was your first like- your very first step?

AC: In my buying my first business?

AJ: Yes

AC: I think working there and learning from the owner. His name was Mike, and I'm like a sponge with that stuff. I just want to see what he's doing every day and try to understand it and try to figure it out. And then when he said, "I think I'm going to sell," and I was like, "I think I'm

going to buy it.” He's said, “What do you mean? Aren't you going into teaching anymore?” So, I said, “Tell me how to—where to go, what to do.” And I got a business license, opened a bank account and he's like, “see, ya”, took his money and left and then I just had to figure it out from there. Kind of like how I opened this business. So, Dean Park Pizza is next door. I was at another agency down the street, and I'd go into Dean Park all the time buy my team lunch and stuff like that. So, he's like, “Oh, you're a realtor, right”? And I was like, “Yeah!” That's again building networks and relationships. He said, “I would need to rent this place out next door. Can you do it”? I was like, “Yeah, let me go take some pictures.” So, I'm in here and it was like an IT place. I went home that night, and something just clicked. And I was like, “Yeah, I think I'm going to open my own place.” So, I called him. I said, “I got the place rented”. He's like, “Oh, awesome! To who”? I go, “Me”. He goes, “What do you mean, don't you work somewhere”? I go, “Yeah, I just quit”. So, I had reached out to a friend of mine and he was like, again, a mentor. And I said, “I think I'm going to take a chance to open up.” And he was super supportive, and he was an agent for like 15 years. And that's how I got my real estate license through and when he said “go,” I was like alright, well, he gave me the green light and he knows more than I do. And I just said, “Here we go!” Signed the lease, you know, probably took a few Xanax to calm down. You know...I'm just kidding! And I just ran with it. And again, there's definitely bumps along the way. You know, I mean that's a business. Nothing's perfect. And you learn from it. Things don't work, you learn.

TA: Do you think following your gut was your best decision ever?

AC: I always do, yeah, almost always. Sometimes you don't do that but yeah. I mean if you're intuitive and stuff like that and you get that feeling like I should do this, then you need to either look into it more or just take the chance. For you, maybe think a little bit more and then, you know, run with it and then add advice from people that you trust, you know, so it's important.

TA: I'm glad I'm hearing all this because I want to be independent too. Very much so.

AC: You'll take my card.

TA: I want to. I actually would love, before I leave, to hear your podcast. Not hear it but know where it is.

AC: Yeah, you have to go right on YouTube. Yeah, absolutely.

TA: Cool. I appreciate it.

AC: You can honestly—for me I love answering questions. My friends bring their kids in all the time to just sit and talk and see what they're thinking and kind of give them that little push. So yeah...

TA: I know how to get here now, so...

AC: Exactly. Perfect.

AJ: The first thing I noticed when I walked in here were the decorations. I feel like in my position decorating would be like my favorite part of opening the business. Like making it look exactly how I want. Was that--did you have that feeling when it was empty, and you were like--this is mine now. I can do whatever I want with it?

AC: Yeah, so luckily, I have a designer on my team too, so our office looks completely different before. And then, I was like, “Hey, Sarah, listen, run with it”. So, we collaborated and said this is definitely my style, but going off that with houses, I just built a house so to have every single thing I want, the way I want it, exactly how I want, it is amazing.

TA: Congratulations!

AJ : What was that process like? Yeah, that's amazing.

AC: I mean, it's a ton of work, ton of money, but it's at the end -you're like -wow! Every single thing in this house is how I envisioned it, and if you're a vision board person, put all those Pinterest pictures—I have so much ADD that like for me, I just need to kind of pick a picture and go instead of having this 800 things to choose from. So, I know my style and my house is 100 percent my style.

TA: That’s awesome.

AC: And (???) of course. [laughs]

TA: How’s the stress levels, while it's getting put up? You a little stressed out about it?

AC: Building a house is stressful. But you know, that's why I relate to my clients, because I say, “Listen, I just built the house, I get it”. And actually, the house next door to here, I built that years ago too. So, I lived there for a while. So, for me it's--I like everything new. You know, I just- I like everything new the way I want it, but it doesn't always happen that way. But that gives me a goal, you know? If I say, “Listen, I want to build this house,” I'm going to work my butt off and I show the girls that it's important. Never rely on someone for money, especially as a woman, you know? So, I have so many friends that get married, never work a day in their life. No credit, no income. God forbid they get divorced and now what? Yeah. Yeah. Well. Now what, you got a battle in front of you. So, I always say to these girls, “Never ever rely on anybody for money”. Make your own and you know that way you're bringing something to the table, and you know you have work. You know that's important knowing your worth, and what you bring to the table is crucial.

TA: Yeah, I know you have kids and dogs that you spend your money on, but is there any materialistic things you like? Jewelry, cars...?

AC: I'm not so... I'm not super materialistic.

TA: No, I'm just asking.

AC: People always think I am and I'm too cheap to buy a Louis Vuitton bag. I got one for Christmas. I would never buy that for me. I'm actually, I mean- I always have my nails done because presentation is important, but I'm not like a bag or shoe person. Actually, my dogs get the most. I mean, I drive a nice car because, you know, like presentation for us,-it's for me- is important, you know. But I mean, for me, no, I'm not and people always assume I am materialistic.

AJ: What kind of car is it?

AC: So, I have a Mercedes. But I also have a jeep for the dogs, but honestly, they're in my Benz all the time. So you know I shouldn't even have these cars.

TA: Some bougie dogs.

AC: Exactly.

AJ: I pulled in and I was like, that's definitely her car.

TA: I knew it was your car.

AC: A white Mercedes is literally every realtor—like every woman I know that is so stereotypical. And so hilarious. But it's true. Yeah.

AJ: That's funny.

TA: Confidence when you pull up to all the clients. Like, oh, alright.

AC: Yeah, you know, it's just, it's perception to people is reality, you know? So, I mean you could be the biggest hot mess. I mean the car's a mess. So, I mean I should keep it together. But I mean for me, one thing with me is what you see is what you get. I'm probably the realist person out there compared to what other people think, but at the end of the day, who cares? You know what you bring. You know who you are. I can look in the mirror and go to bed at the end of the day knowing that I did the right thing. I did my best and tomorrow I'll try to do better. And that's what you have to be, always trying to be better and do better. Like literally my motto at home. They're probably like, "Please stop saying that," but they're going to remember it.

TA: I'm sure they will.

AJ: Your fiancée's kids. How long have you and your fiancé been together?

AC: Two years.

AJ: Two years?

AC :Yeah.

AJ: What was that experience like getting to know the kids, especially at such like a later age and life.

AC: Yeah. Yeah. So, I was actually with someone previously that had many kids, so I've never been shy to help raise other people's kids. But these girls are awesome, you know, and they're at a tough age to accept someone else. So, it was definitely in the beginning a challenge when they didn't really know me. But now we live together and they see that I really do have their best interest in mind. You know, really want to help them succeed, and I want to be that role model that they need.

TA: So, you think it's working? They look up to you a little, now that you've been around for a while?

AC:I think so. Sometimes they won't always give me the satisfaction that they do, but...

TA : Deep down.

AC: Yeah, they're great kids and I know they come to me for advice and they listen, and then I start to see them implement that stuff. And I just watch, I'm very perceptive of stuff around me. I know it's sinking in. I'll just drill it in there.

AJ: The 20-year-old, or even the 16-year-old too, have they-, like-, gotten interested in real estate as well?

AC: Neither are interested yet. They do like the fact that I work a lot and I'm self-sufficient. So now we're like—the 16 year old is going into psychology. I'm like, great, you're going to open your own place. How about that? Be your own boss. So, she sees it. And she sees the sacrifices that we make and I'm out and I'm doing all these things. So, she kind of gets that. The 20-year-old still figuring out her path. So, we're trying to figure out what motivates her. But real estate is a lot so I don't know if I would push this to get into it.

AJ: Have you seen any of your habits rub off on them from the beginning of your relationship with them to now.

AC: So yeah, the 16-year-old, definitely. She was always a worker. She likes to—she's a little shopper and she likes to go to Target. I know you guys love Target.

TA: So weird, to me.

AC: I don't understand the obsession with Target. But she loves it.

TA: My mother loves Target.

AC: Oh my God, it's wild. So, you know, TJ Maxx and all that. You know, they both just- they like to shop there, you know, they're just- they're good kids. And you know, I know that deep down inside, they see what it takes and now you just got to get there. So...

AJ: That's nice that you have two girls and being your own boss.

AC: Right.

AJ: It gives them that motivation too.

AC: Totally

AJ: Yeah, 100 percent.

TA: So just a quick question for me, actually. So, opening your own business is the route I want to take. Do you have anything that you would avoid? Like- I don't know-, because I love art and like I want tattoos but, covered-, like tattoos that are showing- is that a bad image with you owning your own business?

AC: What type of business?

TA: I want to be in medical sales or life insurance sales.

AC: OK

TA: Yeah

AC: Unfortunately, people do judge. For me if someone has tats, I couldn't care less because, you know, if you're amazing—I mean I have friends that are covered in tats. To me, I don't care. Unfortunately, if you're in a more corporate job, yeah, if you have a face tattoo then yeah. I am the least judgmental person. However, other industries and corporate stuff and things like that, they may have a little bit of a bias against it, but I also say to keep your social media clean. You'd be shocked at how many people run to social media pages to look at prospective

employees, and they see some crazy stuff and even getting into college. How old you are you guys?

TA: 20

AJ: 20

AC: OK, so I say to the 16-year-old, keep everything clean on air because going into college or trying to get grants or scholarships and you know, again doing the right thing online smoking pot, like all this crazy stuff, you know? So, tattoos to me, I couldn't care less. You know it's the person, but again, depending upon the the job, it might be a little different.

TA: Just wondering

AC: But if you're the boss, they listen. Do your thing!

AJ: I think to close do you want to talk about your podcast a little bit?

AC: Yeah

TA: Yeah, sure

AC: So being a realtor, I like to kind of have my hands in many different areas. It's important. And I get questions all the time on real estate. How's the market? How do I become an agent? What's it like being an agent? What's a day in your life look like? A day in my life; be prepared and there's a lot going on here [laughs]. So, I was like let's just do a podcast. Everyone's in the car, everyone is listening to that stuff. So, it's called the REal Talk Podcast with Andrea Castinetti . So, it's like, RE, like real estate? Good fun, right? [Laugh]

TA: Yeah, really.

AC: So basically, I like to bring on different agents, different industry professionals. It's not just geared to my company. So, I always bring in people from other companies. That way you can hear real life stories because for me, the most important part is I don't want to read a book that says how do you become a realtor? And, you know, chapter one... I want to know, what's the crap you went through your first year, your second year, your tenth year? How do you grow? How do you make money? How do you build networks? So, every week we just have a different theme and it's on YouTube as well, we're on a bunch of different social media stuff. It's like how to buy a house. How to sell a house. How to buy a mortgage and then we bring in, like nonprofits. And things like. We just started so there's only probably three episodes you'll see. But it's just real life. It's real talk, and it's just a way for me to network with other people. And then bring their perspective and just bringing like a different vibe.

TA: Are you doing it kind of how you would have wanted to learn?

AC: Totally

TA: When you were going into realty you were doing it like if you watched your own videos, you'd be very helpful.

AC: I'd be like this is awesome, I want to work for her!

TA: Yeah, cool

AC: Yeah, because I like real life stuff. I don't want to sit in a training all day long to learn realty. I want to go to an open house. I wanna go follow you. Know whoever I have to follow to learn how to do it. And I always say to people I hire, "You're gonna learn by doing here. I'm not gonna make you sit in a 10-hour training every Tuesday or whatever. We're gonna bring you in on these transactions. You're gonna make some money right off the bat. And then you're going to learn what to do just by working directly with me."

AJ: I think that the podcast is a great idea.

AC: Thanks

TA: Me too

AJ: Especially for this generation.

AC: Right. Well, you guys are all connected and yeah.

AJ: And if you ask me how to buy a house right now, I would not be able to tell you, and I feel like, especially with this generation, like that's some information that's very very useful.

AC: Like, you guys don't even know how to handwrite [Laughs]

TA: Yeah, people don't know cursive anymore.

AC: I had to buy a book on how to write cursive so she could learn how to sign her name!

AJ: Crazy. Yeah

AC: I was like you don't learn and then even dealing with change, and you guys don't even deal with money, really. It is so mind blowing.

TA: You type in on the register...(????)

AC: Right. Or I mean so literally, I had quarters-and she's 16 almost 17. Quarters, nickels, dimes, pennies. We did—she works at a restaurant. We did all this. She's like how do you even give change? I was like, wait, what? [Laugh]

TA: A whole new generation.

AC: It's amazing. Yeah, exactly. Amazing what you don't know. So, the fact that I bought my first house- I had no idea, literally. I had this old real estate agent and she's like you need this house. I was like, OK. Bought it like no clue, and I don't want someone to go through that, so all the mistakes and I overbuilt. I thought I built that house at the height of the market. Market crashed years ago. House was, you know, it was \$750,000. It was worth like 450. So, everyone's like why are you going to continue paying? You're never going to get out. You're underwater. What the hell does that mean? So, I learned a lot about short sales and you probably have no idea what that is. So, you know basically a short sale... I go to the bank and say, I cannot pay this anymore. I can't afford it. Do you want to, you know, sell? They'll basically sell it for what they owe. Sold it and and I just had it. You know, and that was a very low period because I'm like, "Oh my God, my life's over." You get out of it but you can't dwell on it. You know, I always say, leave the past in the past, look today and beyond.

TA: Yeah, that's what a lot of people get stuck on, their failures.

AC: Totally yeah, people here say, like six years ago—I'm like who the hell cares what happened six years ago. I don't know what ended six minutes ago, you know? You gotta let it go and you get to make amends with things. You gotta find some peace with stuff that's happening cause bad stuff is always going to happen. That's life. It's not always roses and what you guys see on Instagram. And that's the problem. I put a post up the other day. Cute pictures of my dogs. I said this is why social media is deceiving. You see these perfect pictures of my dogs. What you don't see, my golden pulls me down in the snow bank trying to chase something. My other dogs humping the other dog 150 times and then the other one's, humping [laughs]. Ones refusing to walk, one won't look. So, you know, this is real life, not these perfect pictures you guys see. And that's the problem with your generation.

TA: It is.

AC: You see all these filtered people and all this stuff and you're like, I need to be like that. Be real, this is who you are. Then you meet these people in real life like hey man, that's not you, you know? I mean it's unfortunate, you know.

TA: A lot of young kids rent cars and post it. It's crazy.

AC: Brutal. I saw this thing on the news. This guy made what looked like a jet. It was like literally like, a prop. It lets people rent it and take pictures for Instagram, pretending they're on a jet like it's it's...

TA: It's insane.

AJ: Wow

AC: But that's what people are so, so fixated on. Likes and all this acceptance from strangers like you're never going to meet these people. I mean what does it matter? It matters what you feel, number , and it matters what everyone you know, the people that are close to you feel. Yeah, but at the end of the day it's your life and no one can tell you how to live it and remember that it's important. Remember everything I said. [Laughs] Yeah, I spend so much time like, "Why doesn't this person like me?" and, you know, all this stuff like who cares? That's their own problem. They need to look in the mirror and find out why they hate you for being successful, right? Who cares? I hope people make 10 million a year.

TA: You'll never find someone doing better than you, hating on you.

AC: Exactly, exactly, and it's always the ones below you that are the ones that are going to criticize. Yeah, so thick skin is important. In understanding it, why people act the way they act so. Yeah, but whatever you guys need you can always call me.

TA: I appreciate you; I really do.

AC: Yeah

AJ: This has been great.

TA: Thank you very much.

AC: Absolutely, yeah. Let me get you my card here.

TA: Yeah, I'll take the card for sure.