

Customer Service Is Job #1

All of our services begin with one thing - we are committed to giving our customers exceptional customer service. Customer satisfaction is an obsession with us that begins with your initial phone call. Here is an overview of what you can typically expect from our company:

Initial Call

- You will hear a friendly voice from someone who is glad you called, and eager to help. With a full-time customer service staff, you'll always be able to talk to a real person 7:00 am - 5:00 pm every weekday.

Appointment

- After a preliminary discussion of your project and scope of work, we will schedule an on-site appointment to review the project thoroughly. .

We will:

- Set an exact time for the appointment.
- Show up on time (or call in advance if delayed).
- Take measurements and gather information.
- Make suggestions - finishes, product selections, constructive advice, etc.
- Provide reference information (insurance, customer referrals, etc.).
- Recap - make sure we understand your request fully.
- Schedule - advise you how long it will take to prepare a proposal.
- Follow up - call to schedule the delivery of the finished proposal.

Proposal

- As often as possible, we will prepare a proposal with a firm price (instead of an estimate, which is open to many cost adjustments).
- The proposal will contain a "scope of work" which is the broad description of work to be completed, and the full list of specifications for the materials (styles, finishes, etc.) to be used.
- Proposals typically range from 2 to 35 pages, depending on the size of the project.
- We attempt to be as detailed as possible, so no one has questions about what is covered in the total cost.

Contract

Upon accepting a proposal, we will prepare a contract that:

- Has the full project details.
- Covers all of the "legalese" that serves to protect all parties involved (Insurance, worker's comp, payments, etc.).
- Establishes estimated project start dates.
- Can be altered. We use "change order" forms to reflect any changes (additions/subtractions) that you may want to make to the "scope of work." This form will show what costs will be involved for your change, and your approval is required before the work will proceed.

It would be nice to go back in time to when a handshake would "seal a deal" but we have

found that our contract documents have allowed us to complete hundreds of jobs every year. Everyone can rest easy, because the full details of the project are spelled out in black and white.

(Insist on this, regardless of whom you choose to build your project.)

Selection

- Our purchasing department will work with you to make sure that all materials are selected and ordered in a timely manner, so that projects can start and be completed on time.
- All special orders (windows, doors, cabinets, etc.) are customer approved prior to order, so you can be sure that you are getting what YOU want.
- We price shop our suppliers regularly, so we can offer you the best prices possible.
- We will assist you in your decision making process to relieve some of the "stress" that can exist.

Project Scheduling

- Our production department will schedule all of the trades necessary to complete your project.
- We will maintain contact and follow up on daily schedules to make sure that work is completed according to plan.
- We utilize a "Lead Carpenter" system. This means that there will be an on-site carpenter/supervisor who will complete the work and act as your direct connection to EAKC as the project progresses. You will be given this individual's personal cell phone number and are free to contact him, as need arises. Of course, you can always call our office, which is open from 7:00 to 5:00, Monday - Friday.
- Our office will contact you periodically to make sure you are satisfied with the progress and our service.

Production

During the actual building part of the process, you will find the following:

- Our employees are friendly!
- Our employees wear identifying clothing.
- We vacuum daily on remodels. We use dust curtains. We wipe our feet.
- We use up-to-date building practices- seismic & wind resistance, energy efficiency, etc.
- We are craftsmen.

If you want practical, we can do it.

If you want pretty, we can do it.

If you want "Now!", we can do it.

If you want "SENSATIONAL!" WE CAN DO IT!!!

- We have good ideas. If our carpenters see an opportunity to save you a buck, or expand your horizons, they will share their expertise.

- We are proud. Our crews take pride in their work and our company's reputation. They always try to improve both.

Completion

- When we finish a project, we will ask you to walk-thru the work to verify everything is

completed to your satisfaction.

- We will complete any punch-list/touch-ups, as necessary.
- We will confirm your satisfaction, prior to final billing.

Billing

- As much as we would like to spread joy and cheer at no cost to our customers, we have bills to pay, as well.

- We will provide itemized invoices for work completed.

- We will be as detailed as possible, so that you understand what your payments are covering.

- We do not invoice in advance for work that is not complete. We will ask for deposits for the ordering of specialty items, and securing scheduling slots with subcontractors.

Follow up

- We will make sure you are satisfied.

- After the job is completed and billed, we will ask you for your feedback so that we can praise our staff or improve the process.