



## *Rickard's Complete Renovations, Inc.*

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### *Quality of Service*

The definition of quality can be very subjective. Every person has a different view as to what quality means to them. Oftentimes you will not fully recognize quality until you are immersed into the experience of an item or service.

For example, how do you feel about the quality of the “phone tree”? In our day and age of electronic technology, many businesses utilize this tool to be more proficient and stand out as a “quality” company. If your experience using the phone tree saved you time and you reached the person you were looking for, than you would probably agree there was quality in the use of the phone tree. Many may see the quality in the phone tree by not wanting the hassle of people who cannot answer their question and are passed from person to person. On the other hand, if you find yourself yelling into the phone hoping that a machine will understand your level of frustration with its only ability to understand “yes” or “no” answers, you might then question the company’s “quality” of service. Quality will be measured by first impressions and especially by whom and how the phone is answered.

Finding quality is a journey. Your journey begins with first impressions and is measured throughout your entire process until final destination. We at Rickard’s Complete Renovations understand the journey. We work hard every day to improve your experience and strive for the quality you want. Every journey will have ups and downs but the difference of quality will be in how your service is handled. Many of our customers are repeat customers who desire additional projects to their home, 40% in fact. Another 50% is referrals from previous customers. There must be quality to get those kinds of results. This is very exciting based on the type and size of most of our projects – additions, master bath makeovers, custom gourmet kitchens, etc.

From the person answering the phone to our employees working in your home, Rickard’s Complete Renovations is committed to providing quality service to every past, present and future customer and their journey!