

- Founded 1980 -

*R. Craig Lord*  
CONSTRUCTION  
COMPANY

(856) 235-4237

# Shavings

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## Experience the Difference



Your friends have been telling you about a new restaurant, you've been driving by wondering, about the same place, and just last week you read a review in the local paper that raved about the food and service. Isn't it about time you gave the place a try? Of course it is, the restaurant looks good from the outside, your friends love it and its' gotten great reviews. Isn't this the same way you pick your remodeling firm? The process is almost identical. You make your decision on reputation, quality of work and the recommendations of someone you know. There is however, one big difference, two hours or even two minutes into your meal you have a pretty good idea about the restaurant. It could take weeks sometimes months before you can evaluate a remodeler. By that time it is too late. You are stuck with your decision. Good reputations in the remodeling business are hard earned, that's why at R. Craig Lord Construction we are very proud of our 100% recommendation rate [see Guild Quality article].

From the day we begin the design we take all the little steps necessary to ensure a good client experience. Our designs take into

account the clients desires and needs while seamlessly blending with existing structure. We provide accurate budgeting, fixed price contracts with start and completion dates and job schedules. It is constantly amazing how some firms cannot tell their clients how long the job will take and how much it will cost.

Once the job starts we work hard to minimize the effect on the client's lifestyle. We commit to full time supervision by our award winning production staff and we use our own employees to do much of the work. All of our employees are fully insured and documented. They are the kind of people that you enjoy having in your house. At the completion of the job we provide a one year unconditional warranty. With 30 years of experience our clients do not have to worry if we will still be around.

If this all sounds like a lot it is. From day one till the end of the job and beyond we work hard to provide the best. So go ahead take the leap and experience the difference. See what R. Craig Lord Construction can do for you.

## R. Craig Lord has Joined Guild Quality



In our continuing effort to bring the best possible experience and service to our clients we have joined forces with GuildQuality. GuildQuality is an independent third party, professional, unbiased customer surveying company. GuildQuality interviews every customer about his/her experience at the end of the building process. They will either send you a survey

via email, or one of their friendly phone surveyors will give you a call to ask you a few questions about your experience in working

with us. By using GuildQuality, we invest time and money to hear objective feedback from our customers. Using this valuable information, we constantly work to improve the service and product we deliver in order to become a better builder.

GuildQuality provides valuable actionable customer feedback so we can: Monitor the quality of service we deliver and Measure the performance of our people.

*Visit our newly updated website*  
[www.rcraiglord.com](http://www.rcraiglord.com)

## News from the Neighborhood

Bill and Ann-Marie Emerson are enjoying their new Master Bath suite. We also completed a finished basement and new home office for Elliot and Barbara Schwartz. Stephen and Kathleen Tuck have a new exterior designed by Dave Donachy that really improves the curb appeal of their house.

Soon to be completed are a whole house remodel in Mt. Laurel for Bruce and Jill McGrath and a family room remodel for Patrick and Barbara Colau.

Jobs that we are starting include a Kitchen and Breakfast Room addition for Walt and Karen Trommelen. We are also doing new Kitchens for Barbara and Larry Friedman and Kevin and Nancy Chumney.



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## Employee Spotlight

This issue the news is about Anthony Provost our new estimator. Anthony worked for us in the summers as a carpenter while teaching school. The satisfaction of building something sparked a new interest. This summer he went full time with the company and this fall moved into the office where he combines his field experience and his degree from Georgetown in Economics while learning estimating.

Anthony originally hails from Vermont where he returns to snowboard. His other interests are music and accurate estimating (we hope). He and his wife Julie are new homeowners in Haddon Township. We are happy to have Anthony join our team.

