

January 11, 2011

Dear Bill and the Remodel West team,

Thank you for the wonderful job you did on our new kitchen/bathroom remodel. We are very happy with the results and have enjoyed using it for daily cooking and entertaining friends.

You and your team were very easy to work with. We felt that the long design process we went through helped ensure our end result was what we really wanted. The final design incorporated the key elements we outlined during our planning meetings. It was helpful to have Sarah available to visit the stone yards and tile shops as well.

Overall, we thought the construction phase went very well. Having a detailed schedule available to us kept us up to date on what was happening each week, especially during the early phases. We were pleased with the work done by the various sub-contractors. We appreciated the efforts by all to minimize the dirt and disruption whenever possible. We thought that Jim did a great job and paid attention to details, making sure that things looked right and were properly installed.

Finally, when we did hit a few bumps, you and your team were very receptive to our comments and concerns. You genuinely wanted to ensure that the job was of the highest quality possible and executed towards that end. During our final post mortem meeting you were very open to our suggestions on things you could improve upon. We think that this commitment to excellence sets you apart from other contractors!

Again, thank you!

Sincerely,

  
  
Kiyoshi and Amy Nishide