# Our Design/Build Services

### PLAN, DESIGN, MANAGE

Work with our expert studio designers to:

#### PLAN

Our designers ingeniously fit people and things into space. We can start with your home, business or health care facility, assess your needs, and plan the RIGHT space solution.

## What



#### DESIGN

We will design our space to be both comfortable and functional, choosing from a seemingly infinite range of products and custom work surfaces.

#### MANAGE

Our studio will coordinate and oversee the entire project from beginning to end. We work with builders, interior designers, architects and you- the owner-to ensure that you get the results you expect, on budget and on time.

#### INSTALLATION

Our trained technicians provide professional and precise installations, making certain that the quality of the installation matches the quality of the furniture itself.

If your needs change, our studio design services are available to help you with space design changes.

### QUALITY

The High Cost of Losing a Customer

In the average business, for every customer who bothers to complain, there are 26 other who will remain silent.

The average "wronged" customer will tell 8 to 16 other people. (10 percent will tell more than 20)

91 percent of unhappy customers will never purchase goods or services from you again.

If you make an effort to remedy a customer's complaints, 82 to 95 percent will stay with you.

It costs about five times as much to attract a new customer as it does to keep an old one.



