

The University of Michigan



Plant Operations

Paul Guttman-- Construction Services Director

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July 28, 2009

To: Rich Robben

From: Paul Guttman

RE: Work Request Survey Summary—October 2008 through March 2009

In April 2008 Construction Services launched its first survey of customers. This survey was sent to sample group of customers the week following the completion of a work request and data was collected for six months. The original survey was sent to:

- 50% of customers whose work request totaled more than \$20,000
- 10% of customers whose work request totaled more than \$2,500.00 but less than \$20,000 were surveyed.

A total of 89 surveys were sent to customers via email and 40 responses were received; a 45% response rate.

As the survey period ended we evaluated the preliminary results of the survey. We were very pleased with the response rate, but concerned we were missing important information from our customers due to a low number of responses in some areas of our organization. We were also interested in how we were performing the work on small projects. We decided to modify the survey by changing the survey sample size as well as add a very short survey for the minor projects. The survey sent to customers after the completion of their work request was sent to:

- 100% of customers whose work request totaled more than \$20,000
- 10% of customers whose work request totaled more than \$1,000 but less than \$20,000

The results of these changes were significant. The number of customers responding increased from a total of 40 in the first survey to 74 in the second survey period (154 surveys sent out), and our response rate rose from 45% to 48%.

In addition a short small project survey was developed and sent to 20% of customers whose work request totaled less than \$1,000.00. The initial small project survey was sent to 244 customers and we received 77 responses, a 31.5% response rate. This survey has provided the department with really good information and we have chosen to continue surveying this segment of our work. It provides us with a good method for highlighting good work performance shortly after these small projects have been completed. It also gives our customers the ability to request that someone contact them regarding the work performed. From this feedback loop we have been able to address issues customers have had with the work we performed. We had four customers request to be contacted and all of them received phone calls or emails from the Director.

RESULTS—PROJECTS GREATER THAN \$1,000:

The following information was collected in the survey:

- Work Request number and description
- Supervisor's name
- Evaluation of workmanship and materials
- Evaluation of the construction schedule
- Evaluation of our communication (if the construction schedule changed)
- Evaluation of our staff's courteousness and efficiency
- Evaluation of the overall satisfaction with the service provided by Construction Services.
- Answers to two open ended questions

All employees have been given links to the survey data and the charts attached to this summary will be published in the department newsletter *In The News* on August 10, 2009. We also began a third series of surveys in April 2009 which follows the same survey methods as survey II except the minor work request range has been moved from \$1,000 to \$1,500.00.

Please let me know if you have any questions on either the methods or the information learned from the second six months of this survey. Our next step will be to compare the results of the first and second survey as well as begin to look at trend data which will develop as the survey becomes more mature and additional data is collected.

Workmanship and Materials

Question 4--Summary		
Construction Services workmanship and materials met or exceeded my expectations?		
Answer Options	Response Percent	Response Count
Strongly Agree	50.0%	37
Agree	44.6%	33
Neither agree or disagree	4.1%	3
Disagree	0.0%	0
Strongly Disagree	1.4%	1
Additional Comments		
<i>answered question</i>		74
<i>skipped question</i>		5

94.6% of respondents either agreed or strongly agreed with this statement

0% of respondents disagreed with this statement

1.4% of respondents strongly disagreed with this statement

Written Comments

I don't know who the project manager was so I indicated other on the last question. I did talk to the person who was doing the work and he was friendly and professional.
Don't know who the manager was. It's not hard to hang a small dry erase board (8.5 X 11)
They met the expectations, but did not exceed. This is not to say they did not do a great job. They were on time and there were no flaws in what they did that that had control over.
The workstations are beautiful!
Terry's presence is a confidence booster. He keeps the project ticking along; he's good at explaining the project to "lay" people; and he notices details that need to be fixed. The crew came in every day and worked diligently while minimizing noise so that the rest of us on the floor could continue our work. I was very pleased with the job and its performance.
The millwork was "recycled" from one of the Kresge buildings. They did an excellent job refinishing it...looks like new.
Most recent rain resulted in more leaks through the walls
The request was for a name plate and desk stand. when the name plate arrived the desk stand was not included
The tradesmen involved, Ken Lynn and David (sorry, don't know his last name) do excellent work, always courteous while working in occupied space.
I had to send one sign back due to a misspelling. It was corrected in a timely manner.
cabinet shop did nice work, installation professionally done
very pleased with all aspects, quality of work, time lines and management.
Keith is always very easy to work with and communicates well. He assigned Jerome to do most of the installs and he is also very easy to work with.

In addition to the workmanship being exceeding our expectations, it was a pleasure to see how well the "Bird Team" got along with one another. When difficulties came up, I witnessed brainstorming that brought about a much better end product than we had anticipated. One example was the desire of the CRASH Team to have windows/glass block on interior offices that would bring in some natural light from the outside. Heads got together and talked about the pros and cons of putting in glass with the configuration of the interior room (1424) and glass block was chosen. Steven made it very easy to deviate from the original plan (which frequently happens in AOSS) and had us fill out a "Field Work Request" for the additional work needed to be done. It was a seamless transition on our part, and I hope for Steven as well.

The best part was the speed with which the work was done. That was very important in this case. Also, there were no loose ends that lingered. Good work.

yes as always they are very thorough, professional and the work turned out great!

Construction Schedule

Question 5--Summary		
The construction schedule was integrated with our operational schedule		
Answer Options	Response Percent	Response Count
Strongly Agree	44.6%	33
Agree	35.1%	26
Neither agree or disagree	16.2%	12
Disagree	4.1%	3
Strongly Disagree	0.0%	0
Additional Comments		
<i>answered question</i>		74
<i>skipped question</i>		5

79.7% of respondents either agreed or strongly agreed with this statement

4.1% of respondents disagreed with this statement

No respondents strongly disagreed with this statement

Written Comments

This activity was only a 15 min. project.
We did have to close the Fluoro room down during renovation, but that was a given from the start of the project.
Construction services did not have control over the schedule in that we were waiting on shelter delivery. Alan did a good job of keeping on the supplier for delivery.
Project took too long to complete due to Office of Fire safety.
Construction Services worked well with our schedule, unfortunately, AEC's work did not
I was never given a full construction schedule - just start and end dates (May 5th and substantial completion June 27). We were not able to do the punch list until Aug 14, however.
This project was for a name plate for a student services rep which started at the end of August. The order was placed and it took 7 weeks for the name plate to arrive
This project did not complete in the specified timing. Some of the workers were not aware of the actual construction schedule. This cause a huge problem for us at the beginning of the fall semester when the offices were not complete and we could not move the faculty into there new spaces.
On Time!
We had lined up this work for the Winter Recess to maximize room availability.
The nature of the work done did not affect the parking structure's hours of operation at all.

The order was out there for quite a while. We were getting concerned as summer waned.

Although there are always growing pains with any construction project that needs to be done in an occupied facility, every effort was made to try and accommodate individuals schedules. As I mentioned to any who made complaints, unless they had the funds to do the work on weekends or after hrs., we'd have to persevere and all be cooperative and understanding while the loud work in taking block walls down occurred. This was short lived.

There was a misunderstanding between the lab occupant, client (Kinesiology) and AEC design team regarding completion dates, so there was a lot of pressure to complete this project very quickly. Spaces were vacant, so coordination with occupants was only needed in adjacent spaces.

Very quick work met our schedule needs.

We only had a short period to do this in and they not only met this but did it on not too much notice.

Thanks!

Bill worked with us during design to establish a workable schedule.

Communication

Question 6--Summary		
I was kept informed of the construction schedule changes		
Answer Options	Response Percent	Response Count
Strongly Agree	36.5%	27
Agree	35.1%	26
Neither agree or disagree	18.9%	14
Disagree	8.1%	6
Strongly Disagree	1.4%	1
Additional Comments		9
<i>answered question</i>		74
<i>skipped question</i>		5

71.6% of respondents either agreed or strongly agreed with this statement

8.1% of respondents disagreed with this statement

1.4% of respondents strongly disagreed with this statement

Written Comments

I received emails regarding the problems with the carpet order, which caused the schedule delay.
was not a factor in this job
Terry was very good about updating me on the project until the end of the project. I believe that once the project was about 90% complete the communication fail apart and a lot of people were left in the dark about what was going on with the completion of the project.
I was not informed of complications with ITCOM in a timely manner
Jerome would stop by my desk everyday and let me know the progress of the work.
My mechanic kept me informed on the progress. I didn't talk to anyone about the project. I stopped by a few times to see the project in progress.
Steven was great in keeping me appraised of any schedule changes (i.e., when new doors would arrive, as we were unable to use the ones that we had stashed away for future use in trying to recycle. It seems like standard doors would be interchangeable, however, hinges don't always line up - which was the case with us).
When Steven's crew needed to go elsewhere, Steven always communicated that to me to make sure there would be no problems. I very much appreciate a good communicator and having the loop closed on issues still needing attention. Steven is outstanding in this regard.
All went well until the last day(s) when some delivery deadlines were missed and we did not receive notice from Construction Services that they would not be working OT and complete the project when we had been told they would. The client found out from adjacent occupants that the workers had left and was very upset. I think a phone call notifying him and I of the problem as soon as it was discovered by CS staff could have made the situation better.
There wasn't too many changes... only updates of how it was progressing!

Staff's courtesousness and efficiency

Question 7--Summary		
The Construction Services' staff that I encountered were courteous and efficient		
Answer Options	Response Percent	Response Count
Strongly Agree	68.9%	51
Agree	24.3%	18
Neither agree or disagree	6.8%	5
Disagree	0.0%	0
Strongly Disagree	0.0%	0
Additional Comments		12
<i>answered question</i>		74
<i>skipped question</i>		5

93.2% of respondents either agreed or strongly agreed with this statement

No respondents disagreed with this statement

No respondents strongly disagreed with this statement

Written Comments

Very much so! Jim came to evaluate the situation, Paul performed the work and then Jim came to follow-up. Jim and Paul were very nice, accomodating and efficient. Thanks guys!
Didn't encounter any
Staff were friendly. Infection control barriers were not maintained properly throughout the construction phase.
Everyone was very professional and very interested in the feedback that we gave.
They are always very courteous and pleasant to work with. Always willing to do what ever you need done.
Everyone in Construction Services was extremely courteous, efficient, and professional!
I wish there was an option to "both" agree and disagree. Everyone I dealt with with very courteous and polite. But when a project goes more than a year past schedule, it's hard to say efficient.
The "Bird Team" have always been courteous & efficient - just a part of the work family here in AOSS, and everyone thinks very highly of them.
All the guys were great!
VERY courteous and pleasant to work with.
they always are
Kevin John was exceptional.

Overall Satisfaction with services provided

Question 8--Summary		
I am satisfied with the services provided by Construction Services		
Answer Options	Response Percent	Response Count
Strongly Agree	52.7%	39
Agree	39.2%	29
Neither agree or disagree	2.7%	2
Disagree	4.1%	3
Strongly Disagree	1.4%	1
Additional Comments		10
<i>answered question</i>		74
<i>skipped question</i>		5

91.9% of respondents either agreed or strongly agreed with this statement

4.1% of respondents disagreed with this statement

1.4% of respondents strongly disagreed with this statement

Written Comments

I am very disappointed with services by [REDACTED]. [REDACTED] was generally unavailable and seemed disinterested the times that I did speak with him. He was avoidant and did not attend the punch meetings to assist in working out issues.
Identified an additional safety issue requiring a new work order.
As with any project, there are interruptions, but this one kept up to speed once they got it started.
Project closeout documentation has lagged. In fact it is not yet complete, nearly 6 months after finishing the work.
I put in the original work request July 23. I added the addendum for 3 additional signs on August 4. I received 3 of the original signs on September 26. The 3 from the addendum weren't received until December 2. That was after contacting them. I was told he never received the addendum to the work request. I told him not to bother with the last sign from the first batch.
Now that I have been in contact with Paul Gutman I am sure things will go much more smoothly.
Only due to the schedule going so long. The end product - from a workmanship standpoint - is good.
I believe that having a team like "Team Bird" should be emulated throughout the Plant Department for those who work in teams. Much is to be said about having a boss who cares about his employees and wants them to succeed and gives them the required care and feeding. In my humble opinion, Steven should be recognized in a real way for his ability to take a diverse team, all with differing personalities, and be able to mold them into a cohesive team as he has clearly demonstrated and done. Please recognize his efforts in a special way. If Manager of the Year is now a part of the CARE program, I strongly recommend Steven for the award. It is truly a pleasure and privilege to work with him on construction projects.
This was a tough job, but we came through with good quality work and very near the client's desired deadline.
As always!

Special Recognition

Jim Hadden
The person assigned to do the task was very professional and accomodating.
Jim ---for following up to see if I was satisfied with the job; I was very impressed! Paul--was so helpful and even moved the file cabinet to another location for us to use in another area. Wonderful!
Brett Shadley-Seen or called me on all phases of what to do and when to do from start to finish. Let me know of materials he used from my stock, and replaced the used stock.
Samantha was very informative during the project. She turned in all proper paperwork to keep the Hospital updated and running without too much disruption. Brett Shadley (Stanley Carter) was also an exceptional communicator during all phases of the project.
Although I was not present for the work I was impressed by the continuing follow up by Craig Delap and Dave Taft
Paul was quick, courteous and mindful of the occupant of the space.
BRETT SHADELY FOR KEEPING THE PROJECT GOING AND COMMUNICATING WITH MAINT.
Mike Hefelfinger was very professional and very timely in his responses when there were questions or concerns about the work that needed to addressed.
In all actuality, I would have to say that everyone was pleasant to work with and attentive to details that needed to be handled.
Dave Taft has been excellent to work with. Give him an extra KUDO for going the Extra Mile.
Marcus
Staff member performing the service was professional, performed the task quickly, cleaned up and was friendly. What more could we ask!
We have used this department quite often, and never had nothing but wonderful results. Thank you, that we are able to recognize the staff of this department.
The project went very smoothly. Mike Heffelfinger did a nice job of keeping us informed of what was happening throughout the project.
Randy Leonard did a great job moving and repiping the water tank. Randy's workmanship is always out standing. There was a 3 day window we had to get this work done and Alan Swan did a great job working with the schedule. The occupants are more then happy with the work.
Alan did a great job keeping after the shelter supplier for a delivery date. It still took a while but it wasn't for lack of effort on his part. In general, I appreciate that with Alan, I have a single point of contact. When I express a concern to him, he takes responsibility for fixing the problem and takes care of it.
Marty was extremely helpful in getting this job done quickly.
Each and every person that worked on this project should be recognized for the beautiful work they did, the attention to detail, their professionalism, etc. etc. etc.
Steven Hannah Matt Plave Roger Cornell John Nichols Dennis Hibbitts Don Vail Jeff Evans Richard Eathorne Ryan Langly

Greg Teucke Mic Brough Mike Ramsden Jeff Barber Tom Hoffman
Terry Burmeister and his guys are the best. Thanks Terry.
Terry Burmeister is the best!! Pete, the electrician, did an excellent job of explaining what he was doing, showing me the oddities of the particular site, and accommodating to some unexpected issues that arose in the course of the project. I really enjoyed working with him.
Alan Swan Matt
Scott did a great job keeping us informed on the status and progress of the job.
Ken & David, as well as Keith.
Terry Johnson Keith - ? Jerome - ?
Keith Dietrick and Terry Johnson both provide very competent service that gives the customer what is needed. They both make helpful suggestions and respond very well to the occupant's requirements. I have been consistently satisfied with their work and with the quality of the working relationship that they maintain with me.
Terry Johnson work on planing the refurbishment task, new drawing for the space was outstanding.
Keith Dietrich managed the project very well on time a outstanding job.
I actually recommended the entire crew for a Silver Arrow Award
Terry Johnson made this project happen in a short time frame. The PI was hired in Sept to start in Jan and we got this done through Terry's efforts.
Kevin is extremely talented and saw to it that the job was done very well. I have received numerous compliments on the new directory boards
Nathan Wilson has been great to work with. He has let me know any time there was a change to the schedule and what was happening with materials
Not for this project but Dale Scheadig does an amazing job communicating and following up on estimates and issues.
Terry Johnson, for getting this done in a very short time frame.
Both Keith and Jerome should be given praise for their quality work and communication during this project. As well as any additional Const. Services staff that helped out with this.
Nathan Wilson was available whenever I had questions and was always willing to help. Mark and Keri...the painters....were exceptional, always professional, courteous and efficient!
Paul Guttman. When issues came up with regard to schedule or pricing, he had the issues alleviated almost immediately.
Please see #8, as stated. I also believe "Team Bird" and it's various members, should be recognized as well for outstanding work that has been consistently performed on numerous occasions. I believe each are deserving of the Silver Arrow Award for meritorious service, going above and beyond the call of duty in serving their customers. Thank you kindly for the consideration in both Manager of the Year and Team awards.
Terry Johnson, Keith Deitrich. They implemented this work after their schedules were already full, but did it in the time allotted and we are very pleased with it! I can't remember everyone on here, but the painters, electricians, plumbers, carpenters and the floor guys!!!
Steve Bird

Special Recognition

Good work!
Would recommend for future project repairs.
Overall, in my opinion, the job went well.
Great person to work with
Once the issues of which department (Plant Ops or AEC) was doing what was cleared up, the process went pretty smoothly. However, the miscommunication between the two departments, was very difficult to deal with. I work for Plant and I was extremely confused about the whole process - but once that was figured out, I can't say enough good things about all the great people in Construction Services!
Alan Swan and Devon Kinney as managers were exceptional.
Matt Plave and John Nichols as construction crew and electrician were phenomenal, very patient, and customer focused.
I had to dig back into history to identify which project this was--I wrote the request back in August..what takes so long to get this finished..?
I agree with Jeanie Hutchin's comments to Paul Guttman regarding the slow process trying to obtain an estimate.
Better communication between shops would have prevented a lot of confusion and construction delays. A few things arrived from the cabinet shop incomplete and finished on site that cause me some concern and frustration.
I have always been satisfied with the work performed by CS, you just finished 2 other projects for me.
Everyone that work on this project was a real professional, Electricians, AC shop, Plumbing, Cabinet shop, Carpenters, Drywall & Painting.
They always do top notch work quickly and courteously.
Always a pleasure working with y'all.
Mark, the painter....sorry don't know his last name, was Fabulous! What a nice man to have doing the work for us. Everything looks great and he and his team of painters were a pleasure to work with.
A great job, AGAIN!!!
The Customer in this case was very appreciative to get these two docks that were in really poor condition, completely repaired.
nothing extraordinary this time however this is a good thing to do - making it easy for me to say something and also to recognize something out of the ordinary.
Mark did a fine job for us.
Since this face lift, this room is being used more now than ever! We get so many compliments on how well it turned out and every one is so pleased with the flooring and cabinets/countertop!
Thanks again!
Steve would keep me informed on site problems, or potential problems.

RESULTS—PROJECTS SMALLER THAN \$1,000:

The following information was collected in the survey:

- Work Request number
- Satisfaction with the work performed by Construction Services on the work request
- Would you recommend Construction Services to someone who needs to have similar work performed
- Special recognition
- Would you like someone to contact you regarding the work request?

I am satisfied with the work performed by Construction Services on this work request.		
Answer Options	Response Percent	Response Count
Strongly Agree	75.0%	54
Agree	16.7%	12
Neither agree or disagree	5.6%	4
Disagree	1.4%	1
Strongly Disagree	1.4%	1
Additional Comments		19
<i>answered question</i>		72
<i>skipped question</i>		5

Additional Comments

I filled out this survey a minute ago but did not find a space to mention the one issue that arose with this project. Namely, that I could not seem to get a quote for how much the job was going to cost. The way I found out the cost was when it was deducted from my account. I would really have appreciated the opportunity to evaluate our desire for the shelf based on an estimate of how much it was going to cost us but was never given the opportunity to do so. That said, the cost was fine. There should, however, be a way to get an estimate - or at least an invoice - for review.
The work order was faxed on 9/10/08. Work request number was faxed back same day. But it was nearly 6 weeks before I received the nameplate. There was no indication on the faxed back copy that the wait time would be anywhere near that long. When I followed up in October with a phone call to check the status of the order, I was told that a month was the standard wait time for a "low priority" request like this and it was still more than a month before it came. I feel that customers should be notified when delivery time is going to be that far from the time the order is placed.
CSE has a great working relationship with Steve Bird and many of the crew members. The workers are very considerate of the other occupants in the building and always seem to make it an enjoyable experience.
The "Sign Guy" is really good and very helpful.
Well done. No fuss, no muss.
I'm not sure of the gentleman's name who came and hung the photo but he couldn't have been any nicer.
The cabinet door is like new, and it was finished very quickly.
We still need a permanent door stopper drilled to the floor so that this doesn't happen again (this is the second time!).

The staff loved their new name plates and the extra step to allow them to have input into making them more personalized, just makes them that more special/meaningful.

All 3 send their thanks!

Jim Hadden is a wonderful, positive, happy, knowledgeable person. When he shows up for jobs, it is a very positive interaction.

this job was not done very well, there were bubbles, missing trim, and not very nice workers on this project.

Jim was extremely helpful.

They were prompt and gave a couple of alternative solutions for the proposed work. Disappointed that we could not call and find out if, and where, there might be generator supported outlets on 3rd floor taubman.

Staff had difficulty finding the sign shop entrance to install the lettering on the new vans.

Work request has not been completed as of yet.

Service was prompt and courteous.

We think my keyboard tray adjustment knob was put on backwards. The person who puts in work orders didn't want to call you back to fix it and, instead, suggested I have an ergonomic review. I'm guessing that review will find that the keyboard adjustment was put on backwards so if you could come back and fix it, I'd appreciate it.

The estimate was done quickly. This was closed no work was done

The work was done in a timely fashion, and the worker(s) did a good job of cleaning-up after the job was done.

I would recommend Construction Services to anyone who needs to have similar work performed.

Answer Options	Response Percent	Response Count
Strongly Agree	70.3%	52
Agree	20.3%	15
Neither agree or disagree	8.1%	6
Disagree	1.4%	1
Strongly Disagree	0.0%	0
Additional Comments		11
<i>answered question</i>		74
<i>skipped question</i>		3

Additional Comments

<p>It would have been helpful if I would have known when they were going to come to install the shelf. I was not ready for them when they got here and the shelf ended up higher on the wall than my Chair requested. This was my fault but - had I had some notice that they were coming - and a chance to gather my thoughts - I might have gotten it right.</p>
<p>For nameplates, I don't believe there is another option.</p>
<p>Specifically Mr. Hadden.</p>
<p>Scott was polite and quiet when having to work right in our offices and reception space- and we all appreciated that. His work was very good. He did glasswork signage and "etching" in some of the office door -panels.</p>
<p>just wish I could get all sign orders this fast</p>
<p>Turnaround time was a bit slow but that was most likely do to the holidays and time off...not too concerned about it.</p>
<p>Already have done so and you were given as a recommendation by a fellow employee.</p>
<p>But I would make certain they didn't get the same team for carpet laying as we did.</p>
<p>Work request has not been done as of yet.</p>
<p>We all make mistakes!</p>
<p>Hanging some bins on the wall may not have seemed a high priority or "glamorous", but it actually was important because of the role that those bins play in our processes.</p>

Special Recognition

Jim Hadden. He always follows up and takes care of his customers!
i can't remember the name of the man who hung our clock, but he was very friendly and helpful. I appreciated him double checking with me on the placement of the clock. He was also very non-invasive of our work environment and he performed the task quickly.
I can't remember the man's name that completed our work order but he was extremely pleasant, added an extra hook when I realized that I had neglected to request it and then spent the time to ensure that the new pictures all lined up with the already existing pictures. He also did a great job of cleaning up the mess from drilling in the walls. Very satisfied!!!
If I knew their names I'd praise them for sure.
Mr. Hadden is professional and courteous. He offers great advice and seems to think one or more steps ahead of the customer, probably due to his expertise in the area. His outstanding work speaks for itself.
Scott Becklehammer(?)
We needed these signs on short notice and Kevin made them with time to spare. I appreciated his quickness
I can't remember the name of the person who did the work but he did an excellend job.
Mark and Kari
I would like to recognize Steve Breakefield and Tim Bullard for the fabrication and installation of the signs. They were very prompt and accommodating.
Jim Hadden is just excellent to work with. He is very thorough, detail oriented, and very concerned with "quality". We are so lucky to have someone like Jim to work with. He always gives over 100% and makes sure we are pleased with the results. He's the best!!
I do not know the name of the gentleman who was the main person who directed the staff, but he was very pleasant to work with and was very accommodating.
Steve Bird and Bob Kennedy, they both have the best interests of the costumer in mind when assigned a task.
Jim Hayden is great and so is Troy and Tim. These guys do great work and are always very polite, professional and prompt. Work is always completed to my satisfaction. They should be recognized for their efforts.
Jim Hadden was very accomodating and versatile with meeting and placing the shelving units.
Greg Feight
Paul Halasz. He always completes the job with a smile. He is a knowledgeable, polite, professional and sensible colleague. Excellent customer service is always given. We would like to thank him for all that he contributes!
I'm sorry, I don't remember their names, but the carpentry work was excellent. Custom work is expensive, but it sure looks great! Thank you.
I am embarrassed that I can't remember the guy's name who did the work. It will be in your records. He is outstanding.
Jim Hadden-very professional
Bill and Jason are the guys who worked on this.
They came to my office to see me. Scoped the work. Came back when they said they would and finished the job in a timely manner.
Well done!

Kevin John has done an excellent job over the years on the nameplates PPAP0 has requested. He makes every effort to make them more personalized, which in turn is more meaningful to the staff. We would like to give him a very big THANK YOU!
All involved
Jim Hadden - he has always helped us with a smile. If there is a better way of doing something, he will give us options ... Overall, he gives WOW service that is refreshing.
Paul-Was courteous and professional.
Jim - I asked him to hang a clock in our manager's office. He agreed and just added it to the current work order instead of making me submit another. One less thing on my "to-do" list. Thank you!!
Dave Taft - Good communication, worked within our schedule constraints, workmanship and cleanup were great, no unexpected surprises in waste baskets, no masking left behind, cut well to adjacent non painted surfaces. Thanks for the good work!
Greg Feight - Even though the project held some unexpected (by me) challenges, Greg worked it all out in a reasonable length of time and did a quick follow-up when a slight problem arose.
Jim Hadden or Hayden not sure how to spell last name. But he is always very helpful and courtious when he is doing anything for me. He does a great job!-Thanks Janice
I don't know the name, but the person that did this particular work order always goes out of his way to do the best he can for us. I should know his name, but my mind is blank.
There was no communication regarding the date or time of installation. One morning, they showed up and installed the TV that we had been waiting for. Improved communication would be helpful LP
Paul was very accomodating in working with me in scheduling the necessary work around our busy clinic schedule. We appreciate this very much. He is a cheerful and industrious person. Thanks!
I dont know who did the work but it was fast and VERY easy. He picked the example from my office and had the finish product back to me in 2 days. Faster than I expected.
Sorry, but I didn't get any names.
Jim Hadden-He was very timely and contacted me before and then after work was done.- Thanks.
In recent jobs, I have found Paul Guttman and Jim Hadden to be extremely helpful, efficient, and great guys to work with. They have exceeded my expectations with being flexible around patient care and offering great suggestions to aid in out exam room computer installation.