

The Little Things

by Dan Precourt

It is crazy that a mechanic can spend hours fixing a broken down car and make it purr as new but if they leave some grease on the carpet...? The gratitude and relief from their effort was tarnished and maybe forgotten by one event that can easily be repaired but caused inconvenience. We are no different. Rarely do complaints or compliments have anything to do with painting skill. Our Painters know their craft and very well but I know we are judged and remembered for the little things.

The Little things were our focus at our weekly Friday morning meeting. It's tough at 7:00AM Friday morning to process this but some Tim Horton's goes a long way. Showing up on time. Communicating progress with our clients. Asking for your time when we are done to ensure your satisfaction. Vacuuming when we clean up. Bringing all or own tools. Respecting your landscape. Being polite and likeable. These are all small details in the process of completing paint job. Are these not simple things to do? We think so.

Little things can make all the difference in the way you feel about what we are doing and what we are trying to achieve. From experience, we know that as long as we do what we promise and do our job well (those are the easy parts) it is the little things beyond that that you will remember us for and tell your friends and family about. It all seems so obvious, but jobs can become second nature and repetitive and strangely, the things we easily forget can also make the job more enjoyable, satisfying and rewarding.

It takes a little time, to do the little things, which deliver a great job.

Take a moment and let us know what little things are important to you when a contractor works in/ on your home.
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