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## Milestones: Celebrating significant anniversaries in the Lowcountry business community



Above: Classic Remodeling staff celebrate in a newly remodeled kitchen | Right: Before photo of kitchen

### Classic Remodeling & Construction Celebrates 25 Years

Industry leaders possess certain qualities that keep clients coming back for more while also referring them on to others. Classic Remodeling & Construction's equation for success includes a focus on client satisfaction, superlative quality, years of experience and an industry know-how that guarantees exceptional workmanship.

This year Classic Remodeling & Construction celebrates 25 years of bringing its clients' ideas and dreams to life. "We are proud of our record of making a difference in the lives of the families and businesses we serve," says Bob Fleming, founder and owner. "As we celebrate this milestone we will continue to focus on delivering exceptional products and superior customer service."

As a design-build firm, Classic Remodeling brings a committed team of sales associates, designers, project managers and craftsmen to each job. This allows for seamless communication and a better client experience from project start to completion. "An important part of any successful remodeling project is establishing trust between the client and the contractor from the outset of the project. By offering firm pricing, timelines and extended warranties, we show our clients that we stand behind our work and will ensure that the project exceeds their expectations," Fleming says.

Client satisfaction is such a crucial part of Classic

Remodeling's success that they regularly survey clients through GuildQuality (an independent third-party surveying company within the construction industry). "By using this type of feedback we allow our clients to be upfront and honest with us in a confidential manner. It allows us to easily see areas where we might need to adjust our service to better meet the needs of our clients," Fleming says.

These efforts have paid off. Classic Remodeling & Construction has consistently maintained a customer recommendation rate over 90%, earning them GuildQuality's GuildMaster customer service award for nine consecutive years. "We're very proud of the fact that over the last 12 months we have earned a recommendation rate of 100 percent from our clients" says Fleming.

With 25 years of loyal customers and experience behind them, Classic Remodeling is constantly evaluating new technology in an effort to streamline and improve the remodeling process for their clients. These efforts, combined with their skilled project craftsmen, contribute to the success of each project.

"Each and every one of our projects reflects our dedication to service and excellence," says Fleming. "A big thank you to all those families and businesses that have allowed us to be a part of their lives for the past 25 years."



  
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