

OUR PROCESS

While our business is creating great landscape experiences, the most important things we grow, nurture and maintain are partnerships—with both customers and employees.



1. VERIFY FIT WITH OPEN COMMUNICATION

- ✓ Get to know the client, you and your business
- ✓ Confirm powerful reasons to become partners



2. IDENTIFY PRESSURES AND CHALLENGES

- ✓ Understand/acknowledge expectations of each party
- ✓ Discuss the numerous benefits and tools to leverage a successful partnership



3. CO-AUTHOR A COMPREHENSIVE PLAN TOGETHER

- ✓ Identify possible solutions to solve challenges
- ✓ Collaborate to establish a plan congruent with business objectives



4. COMMUNICATE CANDIDLY AND OPENLY AT ALL TIMES

- ✓ Build trust and partnership through collaboration and transparency
- ✓ Finalize next steps



5. EXECUTE AGREED-UPON SCHEDULE

- ✓ Provide regular service reports and site quality inspections
- ✓ Implement solutions plan



6. CONTINUOUSLY IMPROVE THE PARTNERSHIP

- ✓ Create a great landscape experience through honest dialogue
- ✓ Be available and accountable for the duration of the partnership

