

**Feedback.** The guys constantly would ask me what I thought of the job so far. The nice thing was that if you said "I think this needs more attention" or "Did you miss this?" they didn't act all insulted. They just made it right. Why can't other companies do the same thing?

**Work ethic.** How can you argue with guys putting in 10 hour days? I can't find any other painters who would work this hard.

**Quality of work.** When you walk your talk...and your talk promises a lot and you deliver like Ben and his crew did...well the proof is in what you can see.

**Outstanding Prep Work.** You can put a \$100 a gallon paint on your house and it won't perform if the prep isn't right. This starts for me with the little things like Ben's going through a meticulous check list of what was and wasn't supposed to be done. How he was to handle any unusual problems like the ornate metal stack on top of my slate roofed garage or the procedures for dealing with my wife's perennials, or from a neighbors property. Then there was the grunt work.....what I couldn't hire other painters to do. The laborious chore of chipping, sanding, and priming which took Rob and Brian at least a week to do...about 120 man hours made up of 10 hour back breaking days. No it's not fun...but it's what has to be done for the job to be done right.

**Management.** Since I advise businesses from time to time I feel qualified to point out that you can tell a lot about the quality of a manager by who he has working and representing the company. Rob and Brian were hard, efficient workers, and yet they were always pleasant and polite. That to me reflects on who runs the job. Your workers aren't going to be happy people if you are treating them badly or they don't have the material to do the job. Poor attitude shows in the quality of the work. It may be an indirect observation but its obvious by the quality of work and quality of person he has that Ben is not only good at running a job but the person people want to work with.

**One of the smoothest jobs we've had done on the house in over 25 years....**Having people work on your house is always kind of a hassle, especially painting. We've had a lot of work done on this house in the past 25 years by all manner of tradesmen and experts but none has been as hassle free and progressed so well as this one.

As a business person I wish I met more people like Ben Kern and that goes for Brian and Rob as well. I constantly tell employers, "you can't train attitude, you can only hire it." I wish more people had the "eat what you kill" mentality that produces work you want others to see and admire and is based on hard work and a drive for excellence. I would unhesitatingly refer Ben Kern to you not only for a quality paint job but as a person who understands what it takes to make a business work and be successful. He gets what it takes to achieve success and it shows.

Mike Barr