

HOW TO FIND THE RIGHT CONTRACTOR

**9 QUESTIONS
YOU MUST ASK**

RICHARD TERRY

How to Find the Right Contractor

**9 Questions
You Must Ask**

Richard Terry

How to Find the Right Contractor

9 Questions You Must Ask

Richard Terry

Published by AKB Publishing, Ballwin, MO

Copyright ©2025 Richard Terry

All rights reserved.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, scanning, or otherwise, except as permitted under Section 107 or 108 of the 1976 United States Copyright Act, without the prior written permission of the Publisher. Requests to the Publisher for permission should be addressed to the Permissions Department, AKB Publishing, AKBPublishing@gmail.com.

The product information and advice provided (in this book) are intended for general informational purposes only. The author and publisher of this book have made every effort to ensure that the content is accurate and up-to-date at the time of publication. However, they make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability, or availability of the information, products, or services contained in this book for any purpose.

Library of Congress Cataloging-in-Publication Data

Library of Congress Control Number: 2024921603

Richard Terry

How to Find the Right Contractor: 9 Questions You Must Ask

ISBN: 979-8-218-53010-5

Library of Congress subject headings:

1. HOM 017000 Remodeling & Renovation
2. ARC 007000 Interior Design
3. HOM 004000 Design & Construction

2025

Table of Contents

Dedication	5
Introduction	7
Client ACCOLADE	10
 CHAPTER 1.	
We Get You . . . and Your Dream	13
Question 1. Do They Get Your Dream?	15
Client ACCOLADES.....	18
 CHAPTER 2.	
We Are Reliable	25
Question 2. Will They Protect Your Home During Construction?	27
Question 3. Will They Show Up Every Day and Stay Until Your Project Is Completed?	28
Question 4. Will They Clean Up Every Day?	30
Question 5. Will They Oversee and Supervise the Renovation?	30
Question 6. Will They Give You a Realistic Time Frame to Complete Your Project?	31
Client ACCOLADES.....	32
 CHAPTER 3.	
We Listen and Respond Promptly	37
Question 7. Will They Communicate with You About Your Project?	39
Client ACCOLADE	40

CHAPTER 4.

We Simplify Your Shopping 45

Question 8. Will They Take You Shopping to Choose the Many Materials for Your Project? ..47

Client ACCOLADES.....50

CHAPTER 5.

We Meet Every Delivery 55

Question 9. Will They Meet Every Delivery? 57

Client ACCOLADE 58

Conclusion.....61

The 9 Questions You Must Ask 64

Acknowledgements 67

About The Author 69



Dedication

*To my son Parks Thornton Terry,
who left us too soon
and will never be forgotten.*

Introduction

People will forget what you said,
people will forget what you did,
but they will never forget
how you made them feel.

—*Maya Angelou*

Choosing a contractor can be a frightening experience. Having strangers come into your home, disrupt your daily routine, and leave debris and dirt everywhere—we've all heard some of those horror stories. Yes, it's no surprise that the construction industry is number one for consumer complaints.

That's why I make it my mission to deliver my signature 14-step remodeling process: *The Most Amazing Client Experience*. This process has produced an exceptional track record of client satisfaction, referrals,

and repeat business, and it makes Accolade Kitchen & Bath an outlier in the construction industry. In fact, I'm happy to report that my proven client service combined with our team expertise usually results in long-term friendships with my customers.

So, get ready to enjoy your remodeling project with us—you don't have to worry about a thing. I'll be with you every step of the way, providing daily updates, incorporating exciting upgrades, and throwing in some delightful surprises to make your transformation journey an unforgettable one. Say goodbye to stress and hello to a friendly team that is committed to delivering the remodeling experience of your dreams.

What makes us different? As your ideal remodeling partner, we help you fall in love with your home again, maximize the value of your property investment, and create cherished family memories.

Remodeling is never easy, and selecting a contractor is a major decision. The purpose of this book is to make your decision process easier. How can you feel confident

you've made the right choice? The secret is to know the right questions to ask before hiring!

Each chapter that follows introduces one or more questions. From my answers, I hope you will gain an understanding of how I operate and what you can expect from my services. But don't take my word for it. To further demonstrate, I'm also including a few client Accolades (testimonies) and Happy Client Stories at the end of each chapter.

At the end of this book, you'll find a list of the nine questions you must ask to find the right contractor. These pages can be a valuable tool for you in your interview process. Be sure to compare the answers you get to my responses, and my clients' feedback, in the following chapters.

I wanted to thank you again for the beautiful job that you did in my kitchen, four bathrooms, mudroom, foyer, and various other areas in my home. As is true with so many people, my house is not just a place where my family lives. It is our home base, our sanctuary, and the place where we find comfort and strength and build memories. It is our starting point for each day. It sets our mental tone. The more-than-outdated kitchen and bathrooms and nonfunctional mudroom that we had been living with since we moved in approximately 20 years ago were a source of stress and frustration.

Richard, you took away all of that stress and frustration with the beautiful work you did in our home. Now every single morning when I go into my kitchen to make my coffee, I feel joy. When I am doing

something as simple as loading the dishwasher or preparing a meal, the beauty and functionality of my new kitchen provide peace. When I entertain, I have a beautiful kitchen that reflects the rest of our home and my style. I am now able to display all the beautiful family china and crystal that have been hidden behind cabinets for years. The mudroom is fabulous. It is absolutely stunning, as is the kitchen.

Now, instead of a mess everywhere, we have a place to put our boots, umbrellas, jackets, outdoor toys, etc. It's amazing! And the bathrooms all feel like a day spa. You truly worked your magic. You turned my Pinterest pages into real-life rooms in my home. And I am so glad that I took all the suggestions you offered. You took my ideas and made them even better.

Everything you did in my home provides so much happiness and frees all of us, especially me, to know

that our home is gorgeous and functioning, and as such, our mental effort and energy can now be better spent on new ideas and projects. It's absolutely wonderful. Thank you so very much!

—*Alexandra A.*

CHAPTER 1.

We Get You . . . and Your Dream

If you never dream, you will never
know the endless possibilities
of what you can become.

—Annette White

My signature remodeling process, *The Most Amazing Client Experience*, begins by getting your responses to my online design assessment. Next, we schedule our initial in-person consultation. This is when I work to understand your vision and your needs. My number one goal is to establish a personal connection with you. I strive to ensure your expectations are not only met but exceeded.

Question 1.

Do They Get Your Dream?

When you're in the market for a kitchen or bathroom remodeling project it's not just about functionality. It's about expressing your personal style. And to capture that, you need a designer who will work with you personally and professionally, someone who understands your needs and will convert your dream into a reality. The key to making your space work is thoughtful

design in every element. I rely on a sharp design sense and superior communication skills to build a personal and professional relationship with you.

Next, I transform your vision into an individualized plan based on your preferences and needs. I encourage your feedback and give you a realistic project time frame. When creating your new kitchen or remodeling a bathroom, I understand what it takes to turn an idea into reality. We have built our reputation on creating inspirational and unique designs, offering high-quality custom cabinetry, and delivering superior service. Our clients' needs always come first. That's why I offer a comprehensive list of services, starting with the on-site consultation and ending with the final installation. I'm with you every step of the way, following through on every detail and ensuring your project is everything you dreamed of.

Finally, our skilled, organized, and reliable team turns your plan into reality. We improve the value of your home and the quality of your life by designing and in-

stalling, functional, spacious, and prestigious culinary design centers—that's your kitchen, where you entertain your friends and family and where cherished memories are made. And we do it by designing and installing spa-like retreats—that's your bathroom, where you pamper yourself with spa-like amenities. A beautiful place for everything, and everything in its place.

Lifestyle solutions can make all the difference. Imagine elevating your daily routine with a kitchen and bath remodel that balances function and comfort. You enjoy optimized storage, bright lighting, top-of-the-line appliances, spa-like touches, and ergonomic design for a life of efficiency, renewal, and indulgence. Unleash your inner chef with a stunning and spacious kitchen design, and escape to a land of luxury with a retreat-style bath renewal. Enjoy room transformations that blend practicality and pleasure while boosting your home's value.

| Client ACCOLADES

When you first showed me your bathroom plan for my walk-in shower, it was certainly very lovely. However, the finished bath truly overwhelmed me. It is way beyond my dreams of a new walk-in shower. The craftsmanship and attention to the smallest detail are amazing! I am very happy with your work, and I would recommend your company to anyone considering remodeling.
—*Marion B.*

Accolade Kitchen & Bath was just the right fit for our kitchen remodel. We wanted someone with an easygoing style and a good sense of design who would be able to work within our budget. Richard was awesome throughout the process, making sure everything was just what we wanted and offering ideas to make things more functional throughout. He also partners with fantastic contractors and suppliers.

Todd was also amazing—an extremely hard worker, a great attitude each day, and extreme attention to detail (even things we never would have noticed!). We highly recommend Accolade Kitchen & Bath and will use them for future projects! —*Steve W.*

We can't thank you enough for all the work, time, and vision you've invested to help us transform our home. It has been an absolute pleasure to work with you, and we'll be happy to share our thoughts with any potential clients. You truly have been pivotal in making our house a home! —*Kate & Ryan P.*

We just wanted to let you know how much we're loving our renovated kitchen during this stay-at-home period. We love our beautiful cabinets and the functionality of their storage. We love the peaceful and beautiful

ambience of the space. The countertops and backsplash are gorgeous and easily disinfected. We have been self-quarantined and prepared all the meals in our lovely kitchen during that time. We enjoy each detail! The function and beauty of our new kitchen are making it easier to endure this crazy time. Just wanted to say thanks!

—*Bea & James W.*

Happy Client Story 1

When Kathy O. and her husband purchased their home years ago, they initially performed a kitchen remodel that made sense at the time. Eventually it became more and more apparent that the kitchen was simply not functioning efficiently. When Kathy decided it was time to modernize her small, dated kitchen, she didn't just change the paint color or add new accessories. Rather, she knew what she wanted and hired Accolade Kitchen & Bath to complete her vision.

After talking, dreaming, and planning, she and Richard Terry were able to create a classic plan with a touch of modern design. She happily bid farewell to the small, cramped, and crowded kitchen. Well-chosen details added just the right amount of balance and visual interest.

“The kitchen was clumsy and just not efficient,” explains Kathy. “I pretty much knew what I wanted, but I didn’t have the resources to make it happen. Richard actually took me shopping and eliminated the confusion in choosing materials for the remodel. Had I tried to shop alone, I would have spent much more time (and probably more money). He knew the best resources and the questions to ask, and he was always patient with me when I changed my mind—which I did frequently!”

Now that the kitchen is completed, Kathy says her kitchen is a delightful showcase and easy to work in. “I wanted to see something original and unique to me,” Kathy said of her renovated kitchen. “And Accolade did it!”

Kathy appreciated the fact that the combination of design ability, resource selection, skilled workmanship, and communication resulted in a kitchen she is proud of.

Happy Client Story 2

One of our clients approached us and said, “I’m shrinking, and I’d like to lower my cabinets and upgrade my kitchen without replacing my existing cabinets.” After accessing the situation and asking some probing questions, I found out that the main problem wasn’t that her cabinets were too high but that one of her double ovens didn’t work. The microwave above the cooktop was also too high, making it hard for her to reach. We discussed the option of cutting down her base cabinets, but she didn’t want to add the expense.

We went to work on a plan to solve her problem and upgrade her kitchen. First, we used a local cabinet vendor to construct a new oven cabinet to hold her new stacked microwave/oven combination, and they were able to color match the stain and wood

species. Now the oven and microwave were easier to reach and more functional.

We also had to make and extend the wall cabinet above the cooktop approximately 12 inches to accommodate the new range exhaust hood. The old doors were too small, and the local vendor tried to match her existing door style, but it was unacceptable to me and to our client. We searched locally for a matching door style, but to no avail. We finally found a company in Canada that had a perfect match. The only problem was that they didn't stain or finish them, so our local craftsman color-matched her stain and finish.

Finally, we installed a granite countertop with a new undermount stainless steel sink, new faucet, glass tile backsplash, brushed nickel pulls for her existing cabinets, and under-cabinet lighting, which finished off her kitchen remodeling project.

CHAPTER 2.

We Are Reliable

Reliability is the precondition for trust.

—*Wolfgang Schauble*

Experience effortless luxury with a remodel like no other. Say goodbye to stress and hello to daily check-ins, exciting upgrades, and delightful surprises that will make your transformation a seamless and unforgettable journey.

Our team is skilled, organized, and reliable. We take every measure to protect your home during construction. Your home is cleaned every day before the crew leaves. We show up every day and oversee your project until it's completed.

**Question 2. Will They
Protect Your Home During
Construction?**

A remodeling project should make your home more enjoyable to live in—not a frustrating mess. But some contractors ignore the state of your home while they work. A common example is failing to put

up vapor barriers between rooms to contain drywall dust. That stuff gets everywhere! I don't care whether the contractors have a vacuum cleaner running. Sanding drywall will spread dust throughout the house.

Another concern is protecting the floors and furniture. Your contractor should put down drop cloths and runners so your floors are safe from scuffs and dents. Covering furniture may not be necessary if you're gutting your kitchen or bath—there's not much furniture in those rooms to deal with. But perhaps there's a dining table nearby. Whatever the situation, you should never have to worry that improving one area of your home will damage another.

Question 3. Will They Show Up Every Day and Stay Until Your Project Is Completed?

You wouldn't believe how many calls I receive from people saying, "My last contractor showed up the first day. He got his deposit. And then he didn't show up for three weeks." When I hear that, I just shake my head. I can't believe there are contrac-

tors out there who do that—and are still in business.

We never get stuck choosing whether to focus on your project versus another one. When I say, “We will show up every day,” I mean that I will be at your home to meet my team daily unless I let you know otherwise. How can I guarantee this? We work on only one job at a time. Unlike some other contractors, we aren’t jumping from job to job. We wait to start the second project after the first one is totally completed.

Of course, sometimes things happen that are unforeseen and beyond our control. For example, during the COVID-19 pandemic, we had material shortages. It was one of our biggest challenges. Instead of six to eight weeks, kitchen cabinets took six to eight *months* for delivery.

But if these hiccups occur, you’ll never be left wondering. I will always communicate with you. Aside from extraordinary events like COVID-19, I’ll be at your home every day until your project is completed.

Question 4. **Will They Clean Up Every Day?**

Once again, you wouldn't believe the horror stories we hear. Apparently some contractors clock out at 5:00 p.m. and leave their stuff right there. Their materials are strewn across the work area, their tools are tripping hazards around the house, and their debris are an eyesore in every room.

We do cleanup differently. At the end of every day, we vacuum, and we pick up our drop cloths. If it doesn't inconvenience the homeowner, we will often leave our vapor barriers up around the work area. But if you prefer them gone, we will take the vapor barriers down and then reinstall them the following morning. The point is, we make sure your house is clean before we leave.

Question 5. Will They Oversee and Supervise the Renovation?

Picture this: A subcontractor knocks on your door one morning, mid-project. He walks in and says, "Hi, I'm Chris. What am I supposed to do today?" That's not exactly a

promising start. By contrast, you want your contractor to manage each of the subcontractors and instruct them with the exact details needed to move the project along.

Anytime I have a new subcontractor starting work, I meet them at your home, both to introduce them to you and to give them instructions. Additionally, I show up at your home every day to answer the subcontractor's questions—and to answer your questions too.

Question 6. Will They Give You a Realistic Time Frame to Complete Your Project?

It's amazing how much you can get done if you show up every day. Our team makes steady progress day after day, without week-long absences. That makes it easy for me to give you a realistic estimate for completion. A kitchen or bathroom remodel typically takes six to eight weeks of work, absent major challenges. Unlike some contractors, I'm confident in providing you with a specific time frame. And nine times out of ten, we finish on or before that target date.

| Client ACCOLADES

I think everyone fears, or at least dreads, the chaos of a kitchen while a remodeling project is underway. It's also easy to be anxious about the choices you've made to replace old countertops, cabinets, paint, appliances, flooring, etc. But Richard Terry made this whole process very smooth and was on-site every day to check on the quality of the work and to make sure there were no interruptions. No one can expect a new kitchen to be finished overnight, but Richard worked to make sure the entire project was finished as quickly as possible—and he succeeded. —*Sheryl and Wes M.*

Thank you for all the work you did to make our kitchen awesome! We are so pleased with it and with the service that you provided us. We hadn't previously worked with a contractor (my husband

prefers to do the work himself) and found the experience to be very positive. Thank you also for the cutting board, knife, and follow-up card—nice touches! I'll definitely refer others your way as I hear of acquaintances needing work done and will reach out to you when we have something come up in the future. —*Kara S.*

Happy Client Story

As a new homeowner, Caitlyn could look past the existing dingy, small, and completely outdated kitchen in her 1930s house and imagine its potential to become the heart of the home. But she was concerned about finding a contractor who would pay attention to detail and provide quality work.

After checking references and talking to others, she had no reservations about hiring Richard Terry of Accolade Kitchen & Bath for the project. “The referrals were all glowing and most positive,” she explained.

She wanted “something classic that would last,” so they decided to create an open-concept kitchen and dining space.

Richard and his crew found a few surprises, like in any old house. They corrected the plumbing and met other challenges, all while maintaining the original time frame and budget. “Their attention to detail was superb as they redesigned the kitchen’s new footprint!” Caitlyn said. “They were even careful with walls that didn’t need to be touched.”

The best thing about working with Richard, according to Caitlyn, was that he kept her in the loop throughout all aspects all aspects of the job. She didn’t have to wonder about the progress, problems, or challenges that were uncovered. And Richard took her shopping and gave advice about materials.

“The floor is a herringbone pattern, something Richard suggested, and it’s the first thing people notice when they enter the kitchen. His eye for design is outstanding,” Caitlyn contends. She was particularly happy that when the job was done, the kitchen was move-in ready with wisely

chosen storage options ensuring there was a place for everything. Accolade cleaned the kitchen and completed all the finishes, so she just had to determine where things went and put them there.

Richard took a vague idea of what Caitlyn liked and turned it into a dream kitchen within budget. “He nailed it on the head, and I can’t say enough positive,” declares Caitlyn. “I would recommend Accolade to anyone looking for a remodeler they can depend on at a fair price.” And she’s excited to say, “I got a high-end look but not a high-end price.”

CHAPTER 3.

We Listen and Respond Promptly

One of the most sincere forms
of respect is actually listening
to what another has to say.

—*Bryant H. McGill*

Our communication starts with an online design assessment that we send you before our initial consultation. This is also the start of our 14-steps of our *Most Amazing Client Experience* process and where we ask for feedback about your preferences.

Question 7.

Will They Communicate with You About Your Project?

Contractors who ignore your preferences should be cause for alarm. Even questions as simple as “How do you prefer to be contacted—by phone, text, or email?” ensure our messages reach each other efficiently.

I’m a big believer in running the remodeling project on your terms and not asking you to rearrange your life to fit ours. I practice open and frequent communication throughout the entire project, providing updates and progress reports to my clients

regularly. I know that clear communication is key, and that's why I like to make sure you're informed every step of the way. Our step-by-step approach removes any doubt or confusion so you can sit back and watch your dream space come to life.

Clear and frequent communication during the project is actually pretty easy, because I'm at your home every day. I'll share updates with you and answer any questions you may have. We'll resolve any issues quickly and openly. Our unique 14-step *Most Amazing Client Experience* process has a track record of success and includes a variety of milestone touchpoints and thank-you gifts to keep the project moving forward and satisfy our clients.

| Client ACCOLADE

Our biggest bugaboo is when general contractors or subcontractors don't show up, or when they don't show up at the time they say they will. Also, we're quite the perfectionists, so even the slightest degree of shoddy or

slipshod workmanship would have sent the whole crew packing. We simply don't have the personalities to put up with that kind of thing even for the briefest time. We would immediately fire them all and demand our money back.

But with Richard in charge, we needn't have worried at all about scenarios like these. He was on top of everything all the time. And we do mean all the time, without exception. One of the subcontractors even said to me, "When you work for Richard, you know you have to work to a very high standard." —*Sheryl and Wes M.*

Happy Client Story

Many times, people choose bathroom fixtures based on how they look, but they forget about the practicalities of a fully functioning bathroom. Choosing a pretty cabinet or pedestal sink can be great for a guest powder room, but for your private

bathroom, drawer space and storage become increasingly important.

That's the perspective Lou Ann N. and her husband Bob had when they called Richard Terry at Accolade Kitchen & Bath. They wanted to remodel only a portion of their bathroom to remove the two existing freestanding vanities. They wanted to replace the vanities in their master bathroom to create more storage space and to accommodate two different sink heights (a lower 33" for the wife and a standard height of 36" for the husband).

"What was there originally was pretty . . . but not very practical," explained Lou Ann. In addition, drawers and cabinets are great for keeping a ton of little items organized, but what about bigger items like trash cans or a bathroom scale?

Bob explained how Accolade Kitchen & Bath approached the project. "He came in with three additional big ideas that were just great," he said. These were Richard's suggestions:

Add another storage tower with electrical outlets inside and out.

Conceal a vanity recycle bin and trash container in a pull-out.

Secure the bathroom scale in a hidden toe-kick drawer under the vanity recycle bin, a space that is easily accessible for frequent use but tucks away to avoid a cluttered look.

Lou Ann and Bob wanted to be cost-efficient with this project, so they asked if the existing wall mirror medicine cabinets could be reused. Richard assured them that they could.

They used beautiful Polar Stone for the countertops, a quartz material that has the luxurious look of Carrera marble without the maintenance and durability issues of most traditional marble surfaces, which are easily damaged by everyday wear and tear.

The rich cherry cabinetry had a beautiful stain and tons of storage space. The expert craftsmen at Accolade were able to easily modify the toe-kick drawer so the bathroom scale would fit by changing the

side-mounted soft-close guides to bottom-mounted ones. Then the Accolade team added four small casters to give the drawer extra support

By ensuring there is “a place for everything and everything in its place” (including bigger items like hair dryers, bathroom scales, and trash cans), Accolade Kitchen & Bath helps you create the beautiful, luxurious living spaces of your dreams.

In addition to the clever solutions provided, excellent service was important to both Richard and the couple. Lou Ann said, “They deliver service that you don’t really get elsewhere these days. We could’ve gone to one of the big-box stores, but the service there is just not personal. Richard made the project run so smoothly. He really cares about making sure everything is right. That’s so important because there’s not much of that done today. “

Bob finished by saying, “If you want a stress-free renovation project, call Accolade Kitchen & Bath.”

CHAPTER 4.

We Simplify Your Shopping

Being of service to others is
what brings true happiness.

—*Marie Osmond*

Shopping for materials and fixtures can feel time-consuming, overwhelming, confusing, and even frightening! I strive to make it fun and easy for you. That's why I introduced my Concierge Shopping Service. I'm with you as you shop, whether it's accompanying you to the vendor showroom or meeting at your home to compare samples. I'm committed to finding the perfect products for your project.

Question 8. Will They Take You Shopping to Choose the Many Materials for Your Project?

Which appliance, kitchen faucet, or cabinet hardware should you choose? Shopping with your contractor ensures that all the materials and fixtures work together and fit your project. As your personal shopper, I can help you prevent mistakes. I once had a client say, "I purchased a sink! I got a great deal." Well, it was a drop-in sink, and their

new countertops were granite. They needed an undermount sink. Oops. That's why I introduced my Concierge Shopping Service.

On a typical shopping trip, we'll visit the slab shop to pick out countertops that match your cabinetry. We'll go to the plumbing wholesaler to select faucets, sinks, and toilets. We'll visit the lighting store to find your electrical fixtures. At each of these places, you can touch and feel and see and compare. You can visualize what your home will look like once everything is installed. Making dozens of choices on your own would be like walking through a maze; trying to make sense of what selections would go together is like trying to figure out which way to turn.

As we visit stores together, we'll choose materials and fixtures that will work for your project and stay within your budget unless you decide to exceed it. Sometimes my clients see a product they really like, and I warn them, "That's five hundred dollars over your budget—is that something you really want?" Either way, it's their decision.

What I love about my Concierge Shopping Service is that it gives me more time to get to know my clients. I always tell potential customers, “My clients become my friends.” To be able to say that in the remodeling industry—the number one complaint industry at the Better Business Bureau—I must be doing something right! I enjoy socializing with my clients, whether it’s going to ball games, attending their kids’ recitals, visiting wineries, or just sharing a meal. Shopping together is a natural launchpad for great relationships.

As my client, you can also take advantage of my appliance vendor savings. This means you can enjoy purchasing top-quality appliances with up to a 12% discount. I’ll guide you through the tangled web of options, ensuring that your purchases fit your lifestyle and your space. As you can see, I’m committed to making your remodeling experience stress-free so you can sit back, relax, and enjoy the excitement of watching your home transform into your dream oasis.

| Client ACCOLADES

Richard took me to several suppliers of countertops and tile, places I had no idea existed, and accompanied me as I browsed, making sure I knew the relative advantages and disadvantages of various materials. He also gave me realistic and accurate estimates of how long each phase of installation would take and how much they would cost.

Whenever I was unsure about a choice I'd made, he gave me several other options to ponder, often by bringing samples of various materials to the house, and he never rushed me to make a decision. When one of the items I chose turned out to no longer be available, he knew just what to show me as a substitute because by then he instinctively knew my taste. —*Sheryl M.*

We recently had Accolade Kitchen & Bath remodel our master bathroom. Richard was great to work with from initial consultation through job completion. He worked within our budget, listened to our ideas, came up with a design, and helped us select tile and fixtures that are both beautiful and functional. Sergio did a beautiful job on the installation. I would definitely recommend Accolade Kitchen & Bath for your next home renovation!

—*Jean and Tony S.*

Happy Client Story 1

A client wanted to replace all her cabinetry and reuse her existing quartz countertop, plus install new backsplash tile and under-cabinet lighting. We had our stone vendor very carefully remove the existing countertop and store it for future installation. Our clients changed their 30-inch cooktop to a 36-inch Dacor range top and added a 42-inch stainless steel commercial

grade Dacor exhaust hood. The challenge was to make sure the new cabinetry would accept the original quartz countertop.

We installed new Dura Supreme base cabinets with rollout drawers and new 54-inch stacked wall cabinets according to the original layout. Then the stone company came in, templated the new layout, and installed the original countertop. We then installed the under-cabinet LED lighting and the new Italian glass tile backsplash to complete their project.

Reusing the existing quartz countertop saved the client \$8500. With a few cabinet changes and new appliances, we were able to give our client an exciting new kitchen.

Happy Client Story 2

While remodeling our client's master bathroom, we installed a new vanity with a granite countertop, undermount bowl, and faucet. We didn't need to replace the toilet because she already had a new comfort-height toilet with a soft-close seat. While we were there,

she wanted us to replace her other two toilets with this type as well.

A couple of days after we installed them, we received a call from her saying, “Richard, you’ll have to remove these toilets because they won’t support me.”

I replied, “I’ll be right over to figure out what’s wrong.”

Upon my arrival, she told me that the openings in the new toilet seats were too big and that she had almost fallen through! So I measured the width of the new seats and the width of her old one, and sure enough, there was a 1½-inch difference.

This was the first time we had ever come across that problem! I called one of our exceptional vendors, the Kohler Signature Store, and asked them if they had any soft-close toilet seats with smaller openings. Sure enough, they did. I ordered two new toilet seats, installed them, and made another happy customer.

CHAPTER 5.

We Meet Every Delivery

The difference between
something good and something
great is attention to detail.

—*Charles R. Swindoll*

Delivery is one area of remodeling that gets overlooked and can create chaos. Before any appliance or material can be installed, it must first be delivered to your home. Over the weeks of your remodeling project, you'll see cabinets, appliances, toilets, and fixtures arrive.

I've heard horror stories from people who got a call from their contractor: "Hey, your cabinets are coming on Tuesday. I'll see you on Wednesday to start installing them." As though it's the homeowner's job to meet the delivery driver and carry all the boxes inside!

Question 9. Will They Meet Every Delivery?

A kitchen cabinet delivery could have over thirty-five boxes that need to be unloaded. And some of the trucking lines will offload the boxes outside—but no further. They'll set the boxes down next to the truck, and

that's it. Someone else must move them from the street into your home. That someone shouldn't be you!

That's why I meet every delivery, either myself or with a subcontractor. We'll be there with a dolly to move the boxes to the appropriate place inside your home. We'll store them out of your way so they don't interfere with your daily life and out of our way so they don't interfere with the remodeling process—until we're ready to break them open and install the items.

I have learned from years of experience to be proactive and manage each and every delivery. This is just one more way I can ensure a stress-free project for my clients.

| Client ACCOLADE

Richard worked with us to design the best functionality for our closet space. He offered multiple approaches based on the items of clothes and shoes we needed to store. We ended up having three closets redesigned, and we are very happy with the results.

Richard is very attentive to detail. For one of our closets, the manufacturer sent the incorrect measured boards. Richard wouldn't try to install the incorrect items. He had the manufacturer redo the entire order, and he personally installed the correct shelving himself. He even ordered top-of-the-line accessories, installed them, and didn't charge us extra because he felt our original order was not delivered up to his standards.

We have used Accolade for multiple projects, from a complete redo of our kitchen to most of our bathrooms. Richard always delivers professional work done on time.
—*Kathleen N.*

Happy Client Story

My client's primary goal was to have an updated look. Her original kitchen gave the impression it was part of a cheap, generic apartment: Formica countertops, all off-white paint, no tile, no granite, no trim. It was dull and uninteresting. Now it looks like a photo from *House Beautiful* magazine.

Her favorite result of her new kitchen is that she “gets to listen to the oohs and aahs of my friends and family members as they walk in and see it for the first time. It's also much easier to work in—food prep and cleanup are better than before. That's a great boon. Nevertheless, seeing the astonishment of my friends is still the best!”

Conclusion

**Let's work together to help you fall
in love with your home again!**

—Richard Terry

Thanks for reading—I trust you've learned a lot about how to choose a contractor for your remodeling projects. And I hope you now understand my mission to deliver my signature remodeling process, *The Most Amazing Client Experience!* I'm happy to report that Accolade Kitchen & Bath is an outlier in the construction industry. My exceptional track record is based on client satisfaction, referrals, and repeat business—and ironically, most of my projects result in long-term friendships with my customers.

I know that choosing a contractor can be a intimidating experience. As your dedicated remodeling partner, I'll be with you every step of the way, providing daily updates, incorporating exciting upgrades, and throwing in some delightful surprises to make your transformation journey an unforgettable one.

Say goodbye to stress and hello to a friendly team that is committed to delivering the remodeling experience of your dreams. If you're interested in learning more about how you can enjoy *The Most Amazing Client Experience* and how we can work together, let's have a conversation.



Contact me by phone at 314-991-2284 or by email at Richard@AccoladeKB.com to schedule your complimentary consultation, and let's get to know each other. I look forward to hearing from you when the time is right. In the meantime, best wishes from me . . . and Rocky.

Rocky says Woof! Woof!



How to Find the Right Contractor: The 9 Questions You Must Ask

Use this worksheet for your contractor interviews:

Q1: Your Dream: Do they get your dream?

A:

Q2: Protection: Will they protect your home during construction?

A:

Q3: Show Up: Will they show up every day and stay on your project until it's completed?

A:

Q4: Cleanup: Will they clean up every day?

A:

Q5: Supervise: Will they oversee and supervise the renovation?

A:

Q6: Completion: Will they give you a realistic time frame to complete your project?

A:

Q7: Communicate: Will they communicate with you regarding your project?

A:

Q8: Shop: Will they take you shopping and help you choose from the maze of materials that are needed to complete your project?

A:

Q9: Deliveries: Will they meet every delivery?

A:

Acknowledgements

Thanks to Cynthia Correll: without her help, guidance, and encouragement, this book would never have been written.

And thanks to Tom Ruwitch, my mentor, who taught me to use stories to tell my story.

A big thank you to all of my wonderful clients.

About The Author

In the heart of southern Florida, the Little Red School House was conceived and built by a concerned and enterprising father, Richard Terry. Instinctively wanting the best possible life for his two young children, he had a unique vision for transforming an old warehouse into a thriving Montessori school. So began Richard's life mission to design and build dream spaces.

Who would have thought this driven business owner ever lacked focus? As a University of Miami graduate and US Army veteran, he once preferred to while away time with his friends on the Colorado ski slopes. Then one day he was invited to work for a construction company in Naples, Florida, building innovative housing developments.

At the same time, he found himself surrounded by dozens of neighbors with

swimming pools and nagging maintenance issues. Richard's innate customer service expertise sprang into action when he came across a new breakthrough water purification system, Genie Chlor. He was impressed by the quality and the time-saving and health benefits it offered homeowners. Richard's passion was ignited. He launched a pool maintenance business, and soon it grew to 450 clients and 18 employees. Predictably, the company expanded to provide pool design and construction.

Eventually his family ties prompted a move to St. Louis, Missouri, where swimming pools are rare. After selling his Florida business, Richard was challenged to reinvent himself. Tapping into his spatial abilities and his desire to improve quality of life for others, he founded Accolade Kitchen & Bath in 2006. Since then, he has been helping families fall in love with their homes again—transforming old, outdated kitchens and bathrooms into culinary design centers and spa-like retreats.

Richard serves his clients so well that they become friends, repeat clients, and referral partners.



ACCOLADE
KITCHEN & BATH

accoladekb.com

YOU DESERVE A BETTER REMODELING EXPERIENCE.

Remodeling is never easy, and selecting a contractor is a major decision. This book will make your decision process easier. How can you feel confident you've made the right choice? The secret is to know the right questions to ask before you hire!

Inside, you'll find:

- **Key questions to identify the best contractor for your remodeling job.**
- **Answers to help you understand the high level of service you can expect.**
- **Client accolades (or testimonials) and happy client stories.**

After reading *How to Find the Right Contractor*, you'll gain confidence that your next remodeling experience can be an enjoyable one.



Richard and Rocky

ISBN 979-8-218-53010-5



9 798218 530105