



**Building trust. Building results. Building satisfaction.**

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## ABOUT LAKE

# The Lake Difference | Our Philosophy

At Lake Contracting, our company culture is defined by five principles we believe are vital to providing the best construction services available. These form the foundation on which we've built our company: "The Lake Difference".

### 1. EARNING TRUST

Earning your trust is paramount for us at Lake Contracting, and it starts with delivering on the promises we make to you. We know that the quality of our relationships with our clients is as important to our business and its success as the quality of our physical work with bricks and mortar, wood and paint.

Many of our repeat clients have come to view us as a partner and advisor—allowing us to do what we think is right because we have earned their trust. Fulfilling this trust and performing beyond expectations on a daily basis is our goal.

### 2. WORKING AS A TEAM

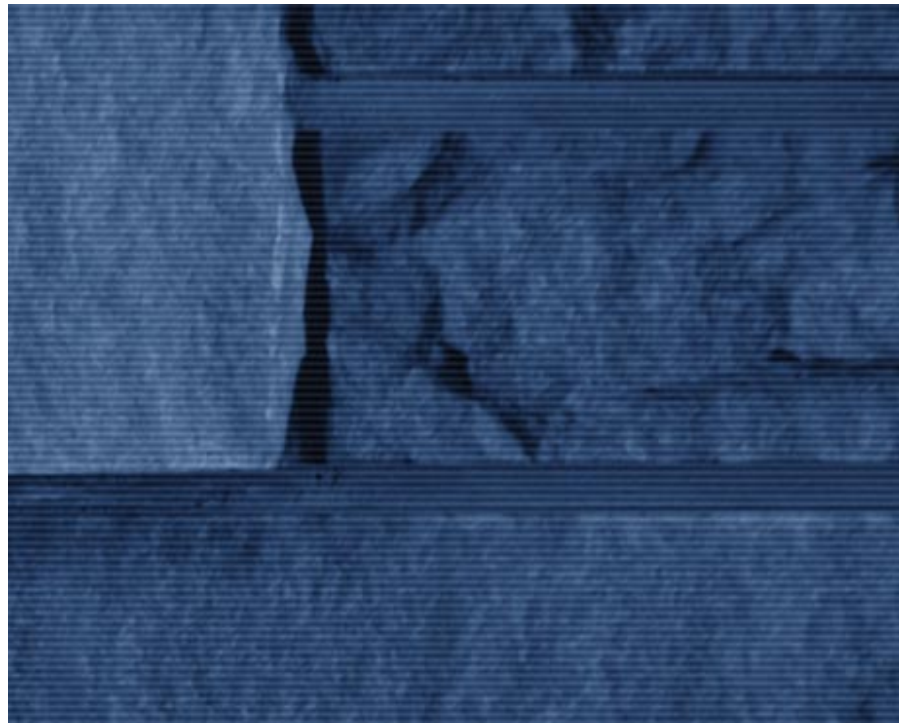
A successful project starts and finishes with a great team. In our ex-

perience, when the architects, engineers, construction manager, building management, general contractor, subcontractors, and the tenant work together as a team, the job gets done right the first time.

### 3. CLEARLY COMMUNICATING

We believe that honest and clear communication between partners makes a successful job inevitable.

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Conversely, lack of communication can cause major problems for a project. That is why we at Lake Contracting make a commitment to keep lines of communication between ourselves and others involved in the project open at all times. If there is constant communication between all parties, the job will run smoothly.

At Lake we emphasize the importance of being sensitive and responsive to our clients' needs, along with being readily accessible at all times.

#### 4. **BEING FLEXIBLE**

At Lake Contracting we understand that it is rare for a construction project to go from start to finish without changes along the way. That is why we pride ourselves on our ability to remain flexible.

In a real world sense, being flexible means being able to handle changes in the middle of a project, without affecting the construction flow. A client may want to add an electrical

outlet or an entire office. At Lake, we go to great lengths to accommodate these requests without adding to the timeframe. And because our subcontractors are aware of our working style, they are always readily available to help. Our ability to adjust a schedule to accommodate changes is one of the many reasons that clients come back to us project after project.

#### 5. **BUILDING RELATIONSHIPS**

At Lake Contracting, we aim to earn the client's trust, delivering results and satisfaction, while striving to build a professional relationship that will deepen and prosper. Our continuing partnership with many long-term clients reflects this commitment.

Customer satisfaction is among the finer measures of any business. That 85 percent of our business is repeat work speaks volumes. That the rest of our business comes primarily from customer referrals further illustrates this point.



To experience the benefits of the Lake difference on your construction project, call us today at 617 625 0555.