



Bringing some hospitality to construction: The secret ingredient that builds relationships that last

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hos-pi-tal-i-ty

noun

1. The quality or disposition of receiving and treating guests and strangers in a warm, friendly, and generous way.

As many in the real estate industry can attest, levels of service and relevant experience vary widely among contractors and construction managers, often making timely, efficient, high-quality results difficult to predict. Potential clients should be confident that the construction company they choose is capable of handling the array of planning, management, and crafts required in their proposed project. Satisfied, repeat clients have received quality construction experiences and craftsmanship, as well as exceptional service, pain-free execution, and the key to the recipe-old-fashioned hospitality. Hospitality when it happens organically is the secret ingredient that builds professional relationships that last.

Communication is vital for positive client relationships. Trust and rapport is developed with the client through communication and the sharing of information, which in turn ensures confidence in the company. A client-focused company always puts the client at the center of business activities, and acts as an extension of their organization. To ensure that everyone gets what they want and need, it is important that the project team shares progress of key deliverables on a timely basis throughout any project. At the organizational level, staff should be encouraged to interact and build meaningful relationships to solidify the company's bond with the client.

At Trinity Building + Construction Management Corp., our end goal is to become a trusted partner to our clients. We have found that listening to our clients in order to meet their unique needs, is crucial to making these types of relationships work. Much like the hospitality industry, the long-term pay off for nurturing these relationships is repeat business where clients enjoy coming back for more.

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