

## 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

