

WALL-2-WALL NEWS

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Top 10 Carpet Installs for Nov 14

RANK	STORE #
1	4127
2	4140
3	915
4	6204
5	4501
6	4129
7	6209
8	2550
9	4122
10	4108



Great job!

Who will be in the Top 10 SQ YD report next month?

Thank you for all the hard work.

Unforeseen Circumstances

“Unforeseen Circumstances.”

Dreaded words to every sales associate, customer and installer. Unforeseen circumstances can bring projects to a halt, cost sales dollars, revenue to the installers and untold frustration to a customer. Unfortunately, since customers quite often have existing flooring down during their measure process, HDMS cannot see every possible issue which may arise. And while carpeting can cover 95% of problems which come up during install, hard surface projects can come to a complete standstill while the store, installers and customers scramble to come up with a solution to these surprises. Often, the answers come in the form of significant increases in labor charges, materials, time and inconvenience. Thus, the following phrase should come up in any discussion you are having with a customer interested in doing hard surface jobs:

“If you do not have the existing flooring removed for the measure, there may be unforeseen circumstances that are discovered during the install. These may require increases in labor costs, material costs, time to complete the project, delays and rescheduling. This may impact other projects you are planning.”

This is not meant to scare off potential customers; rather, this is meant to fully inform them and prepare them so that they don't become angry and frustrated should something happen during the install. If an unforeseen circumstance is discovered, the installers will evaluate what needs to happen to correct it, inform the workroom who will then inform the store so the store can discuss with the customer and collect any needed monies **prior to work beginning**. It is always easier to have these discussions and get paid **before** the work is done than trying to chase it after the fact.

HD and ACS Team Up for Community

Family Services of Greater Waterbury announced the grand re-opening of its newly renovated “Boutique” built in partnership with The Home Depot Foundation. The Boutique, located at Family Services of Greater Waterbury’s Murray Street office, provides clients with gently used clothing and personal need items including shampoo, diapers, soap and toothpaste.

Team Depot volunteers from the Waterbury, New Milford and Danbury The Home Depot stores painted, built a dressing room and installed shelves in the Boutique. Behr Process Corporation donated the paint and additional labor was provided by Odessa Builders & MLC.

“Giving back is a core value of The Home Depot and a passion for our associates,” said Mark Michaud, Team Depot Captain and Manager of the Waterbury Home Depot. “Our associates were so excited to help re-open the Boutique and give the clients of Family Services of Greater Waterbury access to necessities for their daily lives.”

In addition, three volunteers from American Carpet of Connecticut, located on S. Commons Street in Waterbury, completed the renovation by donating and installing commercial carpet for the space.

“For 14 years, our Boutique has provided clients with coats to keep warm, professional attire for interviews and personal items they cannot afford,” said Sandy Porteus, Family Services of Greater Waterbury’s Executive Director. “We are grateful to Home Depot and American Carpet of Connecticut for their support of our clients.”

Why installed sales?

Often, many customers coming through the Home Depot’s doors are do-it-yourselfers looking to save as much money as possible. But trying to save a few dollars today can cost lots of dollars down the road. This holds especially true in the flooring department. Installing flooring can require numerous special tools and experience to overcome unique and difficult installation problems. And if your customer installs their new flooring incorrectly, the resulting costs in replacement materials and time and effort can be overwhelming. Or worse, they may not have the financial ability to replace the floor and have to live with a subpar job and frustration of seeing it day after day. It is often a good idea to use this fact as a selling tool with customers. If they have the flooring installed through Home Depot, then they have the full backing of HD when something unforeseen comes up. They have the full resources of knowledgeable associates as well as the expertise of fully licensed and insured installers. Your customer can have the peace of mind of knowing that their floor is being installed by the best, and as such, it will look its best.