

10 Questions to ask during the phone interview

- 1 Are you licensed and what class (A, B, or C)?
- 2 Are you insured? Workman's compensation or general liability.
- 3 How long have you been in business? *The longer the better!*
- 4 Are you a member of any professional trade organizations such as the NAHB, the Remodelers Council, or the National Kitchen & Bath Association?
- 5 Do you hold any professional certifications?
- 6 Are you willing to give me a list of references? *Try to get 3 or more and call several.*
- 7 Can I see your previous work or current projects?
- 8 How is the finished quality of the work?
- 9 Is the current job site clean & organized?
- 10 Do you offer Design/Build? This is a service that combines the design/planning process with the building process. This can be a substantial source of cost and time savings.

9 Questions to ask during the face-to-face interview

- 1 Set-up an appointment for the interview. Did they show up for the appointment on time? How were they dressed? Were they organized in their presentation and review of your job? Do they ask questions and listen to your answers? Do they take notes? These are all signs of professionalism and can reflect on the quality of their work.
- 2 Do they offer solutions to your needs/problems or are they just interested in making a sale?
- 3 Ask questions about the particulars of your job. Do they sound knowledgeable about the type of job you want done? If not, they may not be the right remodeler for you.
- 4 How do they manage their jobs?
- 5 How do they handle the dirty work? Do they use methods to contain the mess? Do they do a daily job site clean-up? How often do they remove debris from the site?
- 6 Do they have a training program for employees? An ongoing training program is essential for quality installations and workmanship today.
- 7 What about safety? Clean job sites are safe job sites!
- 8 Will their proposal be for a turnkey project? Turnkey projects are the way to go, plus the warranty should cover any work they do.
- 9 What's their process? Do they offer Design/Build? If so, that means they don't have to contract an architect, which can be costly.