

At Home with Mary Schmidt

Schmidt Service: The Real Deal

I'm proud to be a native Northfielder. One thing I learned as a kid toddling around playgrounds and job sites was the importance of Not Lying to Your Friends and Being True to Your Word. As I grew up, I learned that what applied in kickball also applied in business: the innate virtues of fair play. I realized that in my family business, quality of work and customer satisfaction were the only things that really mattered. Problems could arise and personalities could clash, but you still needed to deliver the kind of top-level products and services *you'd* like if you were building or remodeling a home.

These simple, early lessons have served me well, since they're the foundation of what we offer as a company. I now know that not every homebuilder insists on great customer service, which is why some marketing types call this kind of personalized attention Value Added. My dad just sees it as part of the total Schmidt Service Package. I call it the Real Deal because the wonderful relationships we have with our customers are genuine – after all, many of them are our friends and neighbors. The Real Deal includes a trifecta of benefits:

Hands-on Project Management – Steve and Greg Schmidt like to stay in the loop, so every 48 hours or so they'll visit your job site. They'll



listen, advise, troubleshoot and generally bring their collective half-century of experience to bear on every detail of your project.

Responsive Customer Service – Our friendly, accessible staff will answer your questions and guide you every step of the way . . . or take a more hands-off approach to planning, if you prefer. They'll also provide you with the Schmidt Homeowner's Manual, which outlines the homebuilding and homebuying process in detail.

Convenient Showroom Selection – Located just off Route 19, our beautiful in-town showroom makes it easy to choose everything for your home from cabinetry and countertops to faucets and fixtures. Our long-term relationships with trusted vendors ensure that you'll get the best price, service and quality.

So there you have it: the Real Deal from Northfield's hometown builder. Whether you'd like to remodel your existing home or buy a new one, give us a call today to experience the uniqueness of the Schmidt Service Package for yourself!



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Quality for Life . . . from Your Hometown Builder