

**1 Who we are (About us)** We want to be your builder. Best in Concrete is a Family owned & ran business. Bill Kalamafoni is the main owner of the company. He runs all the operations, and the license for the company is ran under him. He over sees all sites. We have a team of contractors who are eager to come and run estimates. However, Bill is usually who meets with clients at first. Bill or Sue (our office manager) usually will go over all contracts for jobs.

Bill has an experienced team that works for him. All of Bill's members have at least over 10 years of experience under their belt.

**10 about us** We have been in business for over 30 years here in the Portland area. We have a code of ethics. We pride ourselves in being honest, law abiding, and thoroughly safe through out the whole project.

**4 Purpose (About us)** This webpage is supposed to show you designs and help you get an idea of what you would like done for your own property. With the information given to you on this site, you should be able to see that we're a legit company. We have reviews from past customers who loved working with us.

**5 What we offer (About us, Services)** We're called best in concrete services, because of what we deliver. We're fast, helpful, we give you your money's worth. Willing to go above and beyond to help satisfy you. We update you daily with how the project is going so you're not in the dark about anything. We also go over the design thoroughly, so you get exactly what you're wanting.

**9 Family Difference (About us)** What separates us from other construction companies must be the family environment that we run. We as a construction company are all family, and we treat our

customers like family. We communicate as often as possible just to make sure that we are always on the same page. Like a family, communication is key for success. We answer every question that you have. We also try to bundle deals and give you as much bang for your buck. We know you may have researched companies, and seen that some jobs are left unfinished. We run a honest family business, meaning we will always hold up our end of the bargain. We offer check ups and future discounts as well. We also pay you if you refer us, and we obtain the job that you referred us to. We try our best to keep in contact even after to see how things are going.

**2 Set up a quote (Process)** In order to have someone stop by your house or site of project, you will need to sign up online or call in online. It's a \$45 fee to have someone come out and give an estimate. You can use your card to book online or over the phone as well.

**3 Process (Set up a quote)** Usually how payment works is after you receive the estimate, you can either choose to accept or reject the price. If you choose we will draw up contracts that day for you to sign. In the contract it says that you will pay at least half up front, and the rest before the job is finished. Failure to pay the second half will result in a legal action. By the time we are 2/3 of the way through, all payments need to be paid or else we put a stop to the project. We work usually only in the Portland Metro area, anywhere further we do charge a travel fee .

**6 Fast Response (Process, Services)** We respond as soon as possible; everyone's business is important to us. You can either call us, and we'll be right on top it or once we receive information that you've set up a estimate we will contact you as soon as possible. Usually no later than 24 hours unless it was set up on a day outside of operation hours. Our operation hours of are 7am to 7pm Monday to Friday.

**7 Process & Product (Process, services)** When we do the estimated price of the job that you want done, we also tell you what needs to be done. We thoroughly go over the step by step process.

How much materials and labor will cost. Also a time frame of how long it will take to finish the job. We do have to tell you that if anything needs to change during the job, we must sign extra contracts and possibly charge you extra. For example if we run into an unexpected tree root while running the foundation, we will have to charge an extra labor fee. We do however do our best to get all surprises out of the way prior, by going over blueprints to see if there are any landlines. We will keep only deliver an up to code product at the end, meaning don't worry about regulations. We make everything up to code to make sure that the result isn't in violation of any city codes. You won't find a better experience than working with us to do your construction.

**8 Products (services)** We do all things. We do driveways, walk ups, handy cap ramps, We even out properties. We know that the city makes you repair the sidewalks in front of your property. We do steps, walls, and patios. We dig out basements, pools, and we construct retaining walls. We install gates & fences. For your back yard we can pour concrete anywhere, something that a lot of our customers like are the custom fire pits that we create for them.

**11 When we leave (Process)** We are a hands on company, from the time that we meet with you, through the design process, during the construction process, until the end. Even after we're done we leave you a package of information that helps you understand the warranty & how to maintain the property like: cleaning, and protection from weeds. We do our best to take care of you even after we're done with the project, again we treat all our customers like family.

**12 Interest (Contact us)** If you're interested, but don't want to pay the \$45 for a estimate, go ahead and browse through some of the projects that we completed, and we'll be happy to answer any questions you might have via email. Our email is [bestinconcrete@gmail.com](mailto:bestinconcrete@gmail.com).

**About us: 1, 4, 10, 9, 5**

**Contact us: 12**

**Set up a quote: 2, 3**

**Process: 11, 8, 7, 6, 3, 2**

**Services: 8, 7, 6**