

## Testimonial1

Introduction to Phyllis Deroian.

Phyllis Deroian is the proud owner of an older home situated in Morrisville, Pennsylvania,. Ms. Deroian made a connection at Floor Covering Media once she realized she needed new flooring.

Residence in Pennsylvania

This adorable dwelling is nicely nestled in the quiet suburbs of eastern Pennsylvania. A few short steps takes visitors into her nicely furnished living room covered with traditional wood flooring. The living room leads to the kitchen on the first floor of this two story home. The basement is conveniently reached via a staircase from the kitchen. The second floor is reached via a staircase from the living room.

Floors in Residence

Upstairs there is one bathroom and three bedrooms. One of the three bedrooms was notably converted to a sewing room.

The main floor has one bathroom, one kitchen, one living room.....

The finished basement has one.....

Flooring Retailers (she was looking for)

It was sensible to look locally for a retailer, which lead Ms. Deroian to Angelo's Flooring in Yardley.

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Introduction to the flooring retailer chosen for the flooring project

nature of their flooring business

the family of retail flooring products, accessories and installation services provided for consumers

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The summary of the flooring updates should include the work, which was specified by Phyllis Deroian and delivered by Angelo's. The figure should include a quote from Phyllis Deroian about her level of satisfaction with the flooring retailer. Lastly, the wrap up should include a quote from the flooring retailer overiewing their commitment to their customers for the local areas they serve.

Periodically update this draft, which will provide a good starting point once the flooring retailer has finished the project for Phyllis Deroian.

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Other follow-up questionf for Phyllis Deroian

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1. Contact information of retailer that sold the floor with website address.
2. Contact information of installer that laid the floor with website address.
3. Rooms and areas covered within the home.
4. Other areas covered on the property outside the home.
5. Time it took to complete each component of the flooring project by room and by area.
6. Level of satisfaction with this particular project.
7. Likelihood of referring this retailer to a friend.
8. Likelihood of considering this retailer for repeat business.

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Other follow up questions for the retailer chosen for the flooring project.

1. Number of projects completed in a typical year.
2. Percentage of projects, which are residential ones.
3. Percentage of projects, which are commercial ones.
4. Percentage of projects, which are industrial ones.
5. Number of installers partnering with them on projects.
6. Percentage of projects, which are local ones.
7. Percentage of projects which are not local ones.
8. Number of years in business.
9. Number of employees.

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I chose Angelos in Yardley and yes, he gave me a fair price. He sent someone to my house to measure and bring me samples to choose from which was very helpful because I could see the floor in my own lighting. The wood is ordered but will not be delivered for a couple of weeks. My cabinets are done and are beautiful

I had contacted the man who did andy's tilework after the flood. He was more expensive and wasn't bringing samples. I got a price from Sears which was \$700 more than Angelo. He is a professional with two locations of wood and carpeting. I went to the Yardley location to sign the contract and was very impressed with the store and the staff. I did tell the girl where I got the name and I am going to e-mail it to her as well.

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Tommy was at Andy's for Memorial day so I went there. I had been in California for a week with my sister and the week before I was with some friends from FEMA in Richmond, VA doing a little history sightseeing. A great city for history plus the Poe Museum is there.

Be well. When can we get together.

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