

PRE-SCREENING QUESTIONS

Who am I speaking with?

I am going to ask you a number of questions to ensure that I connect you with the right person.

Do you have a few minutes to talk?

How can we help you?

Tell me a little bit about your project. What would you like to accomplish?

* How long have you been in your house?
* Do you have any mature trees?
* Do you have any drainage issues?
* Do you have an irrigation system? Is it in working order?
* Are you planning on any new construction (For example swimming pool, outdoor
* kitchen, screening walls, etc.)?

Have you worked with a design professional before?

If they say...

* I need a Master Plan-OK, tell me what you mean by master plan.
* We need to do a total renovation of the property – OK, in the renovation do you foresee replacing the driveway? The walkways? The patio?
* I want a formal landscape – OK, describe what you mean by formal
* I want low maintenance – OK, do you mean you don't want to mow, prune and fertilize
* or do you mean you want plantings with low water needs?
* Is there a budget we need to be mindful of?
* Do you have house plans or a plat of survey we could borrow to assist in our site analysis?
* Do you have any photos of gardens that you would like your garden to look like?
* What is the best way to communicate with you – Phone? E-mail? Other?
* How did you hear about us?
* Have you spoken with other companies?
* How do you typically make decisions like these?
* Who, besides you, should we be speaking with?
* Who is your current landscape maintenance provider? Are you pleased with their work?