



Fall 2015

THE DIRT

K&H CLIENT NEWS

a quarterly seasonal update



Team Building Day 2015



I was in the same group as my boss AND got to tell HIM what to do for a change.

K&H Crew Member

September 2015

Dear K&H Client,

Life here at K&H continues to be busy – We recently held **Team Building Day 2015** - a company-wide day of outdoor challenges and experiences among groups of employees who don't regularly work together and in many cases, met and worked together for the first time. We had a very productive and rewarding experience together.

As a business owner, the outcomes exceeded my expectations and I'm excited about the new beginning we have created for ourselves here at K&H and the future we will build together on behalf of making this company the best it can be.

We understand and accept the challenges before us – a diversified workforce complete with language barriers and cultural nuances not to mention the impact Mother Nature has on scheduling and deadlines. K&H Crews strive every day to give 110% to deliver a unique caliber of service to you – great workmanship, performance, and customer service – on time and on budget.

Next Up – It's Your Turn! We would like to invite you into the dialog – What's important to you? How can we better support or serve you? Is there a service you wish we would offer? Would you like to have on-line ordering and/or payment options? What can K&H do to provide you with a better user experience?

Like I tell my staff, we have an open-door policy here at K&H. Send me an e-mail or give me a call; I truly welcome your feedback and suggestions.

We will be conducting a series of short surveys throughout this fall. I would like to thank you in advance for taking a few moments to respond to them. Again, they will be short and focused. We know you are busy but we value your insight and suggestions.

Our dedicated client base - You! - is our "secret ingredient." I'm happy to share that K&H has maintained an 80%+ client retention rate over the past 30 years, to include our very first client. With your continued contribution and support, we are excited about what we can accomplish together moving forward.

Thank you.

Kris,

Kristofer D. Hjort, *President & CEO*
703-470-0055 / khjort@khlandscaping.com

Client Services Hours
Monday-Friday, 8:30AM – 4:30PM

All voice mails and e-mails received after hours will be responded to NLT the following business morning.

703-849-1272

703-849-0728

customerservice@khlandscaping.com

K&H LANDSCAPE AND GROUNDS MAINTENANCE

Mailing Address
20098 Ashbrook Place
Suite 185
Ashburn, Virginia 20147

@ Your Service

On behalf of better – and more quickly – serving you, please refer to the following matrix so that your call, voice mail or e-mail is routed correctly:

- **Billing & Payment Inquiries** – Kathy Clough @ 703-849-0713, x204
- **Client Services Related Questions or Requests** – Danielle Pearson @ 703-849-1272
To include: **Special Requests / Rescheduling Service / Setting Up New Service / Complaints & Compliments**
- **Have a New Landscape Project?** – Laurie Patelunas @ 703-477-1022
- **Turf Maintenance / Shrub & Tree Care / Grounds Maintenance Services** – Tom Smith @ 703-477-1021

Otherwise, please direct all requests to Danielle Pearson, K&H's Lead Client Services Representative, at 703-849-1272. She will personally handle your inquiry and/or coordinate with the appropriate Manager on your behalf.

The following K&H Management Team contact list is being provided should you have a time-sensitive need to contact someone directly. Otherwise, **Danielle, your K&H advocate, is just a phone call or a click-of-the-mouse away.**

DEPARTMENT OR SERVICE	PERSON	E-MAIL	TELEPHONE
Client Services	Danielle Pearson	dpearson@khlandscaping.com	703-849-1272
Billing & Payment Inquiries	Kathy Clough	kclough@khlandscaping.com	703-849-0713, x204
Landscape Designer <i>[Certified Arborist]</i>	Laurie Patelunas	lpatelunas@khlandscaping.com	703-477-1022
Grounds Maintenance Sales	Tom Smith	tsmith@khlandscaping.com	703-477-1021
Grounds Maintenance Production Manager	Fernando Negrete	fnegrete@khlandscaping.com	703-943-0292
Landscape Production Manager	Nelson Diaz	ndiaz@khlandscaping.com	703-943-0302
Scheduling & Production	Warren Burns	wburns@khlandscaping.com	540-424-9798
Vice President	Brad Hjort	bhjort@khlandscaping.com	703-209-6224
President & CEO	Kris Hjort	hjort@khlandscaping.com	703-470-0055



Careers, Part-Time, & Seasonal Job Opportunities

Help Wanted

We are always looking for the right people to join us here at K&H. Our success is two-fold – great clients and a conscientious and hardworking staff – loyal to the company, dedicated to our clients, and committed to providing a first-class client experience while delivering quality workmanship.

K&H's Management Team recruits at university Career Fairs, has a summer hire program for high school and college students, and has select openings during snow removal season.

If you know of someone who is interested in exploring or building his/her career or wants to work for a successful, locally owned business, have him/her contact us at openings@khlandscaping.com or give Danielle Pearson a call at 703-849-1272. Hablamos español también.

Spotlight: Starting from the Ground Up; Literally

Custom Landscape Design & Installation on a 2-Acre Property

Outdoor living area features a fire pit, built-in grilling area, multiple seating areas.

Highlights Include:

- 1,000 SF Nicolock Stone Ride Travertine Patio path
- 56-stone Rocka Garden Brown path
- Landscaping throughout property – 723 trees, shrubs, perennials, annuals
- Front entrance walkway - 65' long, 350 SF of York Tile Coastal Tan pavers
- 17-zone irrigation system
- \$10K lighting system throughout property – Uplighting of trees / Downlighting of areas
- Extensive excavation, grading, and drainage
- 775 man hours
- Budget: \$125K+

A VERY HAPPY K&H CLIENT
PRICELESS!





Team Building Day 2015

Working Together / Trabajando Juntos



Communicate + Plan + Trust + Participate = Team Work!