



VANCOUVER CONSUMERS MEET WITH... MARK HARRISON *from* ARBUTUS SUNDECKS

Arbutus Sundecks is a two-time Consumer Choice Award winner in the category of Decks and Patios, in the region of Vancouver. The company has been in business since 2006 and is the leader in providing custom designed and built sundecks.



WHAT DOES IT MEAN FOR YOUR COMPANY TO BE VOTED BY CONSUMERS AS YOUR CITY'S BEST? We are very proud to have received this award two years in a row. It lets all of our team know that we are on the right track and our systems are paying off in customer satisfaction.

WHAT IS IT ABOUT YOUR COMPANY YOU FEEL SETS YOU APART FROM YOUR COMPETITORS? We offer free 3D rendering service. This allows the customer to see the deck we are building before a single nail is used. This also gives the customer the opportunity to adjust and change size designs so that it is truly a custom deck for their family and friends.

HOW WILL WINNING THIS AWARD AFFECT THE WORK YOU DO MOVING FORWARD? We are panning on improving our CRM systems so that the customer will continue to receive excellent services and be dully informed of the progress with their deck project.

WHAT IS THE BIGGEST RISK YOU HAVE EVER TAKEN IN BUSINESS? Seven years ago we totally switched from doing decks on new construction and commercial buildings, to 100% residential and custom deck design. This was a significant financial risk, but the rewards of job satisfaction were definitely worth it.

BUSINESSWISE, WHAT IS YOUR NEXT BIG STEP? We have hired another Project Manager and are planning on increasing our manpower to help fulfill the volume of work we have from our clients.

GETTING TO KNOW MARK HARRISON

MY BUSINESS MOTTO IS... Your Deck, Our Passion, Your Pride.

WHAT I LIKE MOST ABOUT MY JOB... Being able to use my creative talents in design and using my practical talents as a Red Seal carpenter.

RECENTLY I LEARNED... How to manage and operate complex computer systems.

My Biggest Success is... Starting a company with one worker and growing it to a size with 15 employees.

If I Could Own One Word in my Consumers' Mind... Quality.

My Biggest Mistake... In the beginning of the company I failed to have balance in my life.

Daily I Always Try to... Set 45-minutes for exercise by myself to keep my mind clear.

During My Spare Time I Like to... Spend time with my family and ski.

In my iPod You Will Find... Music.



ARBUTUS SUNDECKS
YOUR DECK OUR PASSION YOUR PRIDE

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