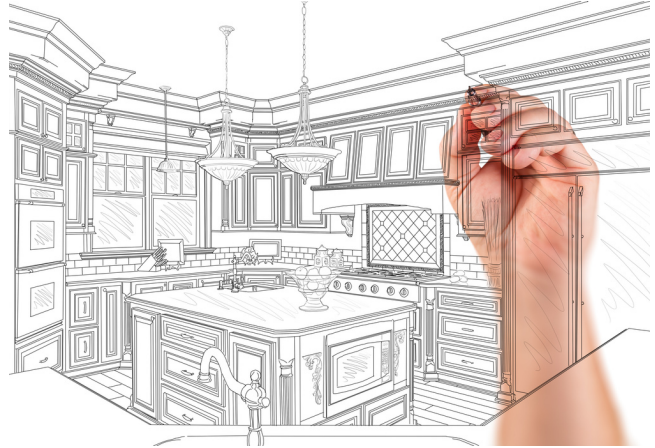


LOCALLY MADE

FRONTIER KITCHENS

CABINETRY



5 QUESTIONS TO ASK WHEN INTERVIEWING KITCHEN DESIGNERS

Before visiting design showrooms or meeting with kitchen designers, review these questions to better understand how their answers will help you pick the best designer to work with.

WHEN YOU'RE CONSIDERING A KITCHEN RENOVATION, YOU WANT TO PARTNER WITH AN EXPERIENCED KITCHEN DESIGNER.

No doubt you have questions about the kitchen remodeling process itself. But before you even get to that, you'll want to consider questions to help you interview and select the right kitchen designer for you.

THE KITCHEN DESIGNER PLAYS AN INTEGRAL ROLE IN YOUR KITCHEN REMODEL PROJECT.

More than a contractor or hired expert, your kitchen designer is a trusted project management partner fully invested in your satisfaction.

Their experience:

- Facilitates communication.
- Takes responsibility for finding and coordinating vendors and materials.
- Brings the advantages of their longstanding working relationships with others.
- Ensures you get the best, longest-lasting value from your investment.
- Helps you avoid potentially expensive or time-wasting mistakes.

These five questions enable you to be a better-informed consumer and help you evaluate and decide which kitchen designer is the right fit for you, your needs, and your project.

With each question, we've included the rationale behind it. No matter who you eventually choose to work with, you'll have comparative data to help point you in the right direction.



1. HOW DO YOU EDUCATE CUSTOMERS AS PART OF YOUR PROCESS?

WHY ASK THIS QUESTION?

The kitchen remodeling process involves many details, with numerous decision points along the way. You want to make informed decisions at every step, and a kitchen designer who takes the time to educate you will ensure you're happy with the end result.

CONSIDERATIONS

- Working with a kitchen designer is a two-way partnership, not a dictatorship.
- Customers need the education to make the best decisions, and that should start the moment they walk into a showroom to view samples.
- Education on the process, products, and philosophy allows customers to objectively evaluate and compare kitchen designers against each other to find the best fit.
- Customers need to feel comfortable making informed decisions at all points of the process, especially when considering compromises around budget and schedule.
- Customers should be aware of the many trade-offs that are part of choosing vendors, hardware, finish options, styles, and more.



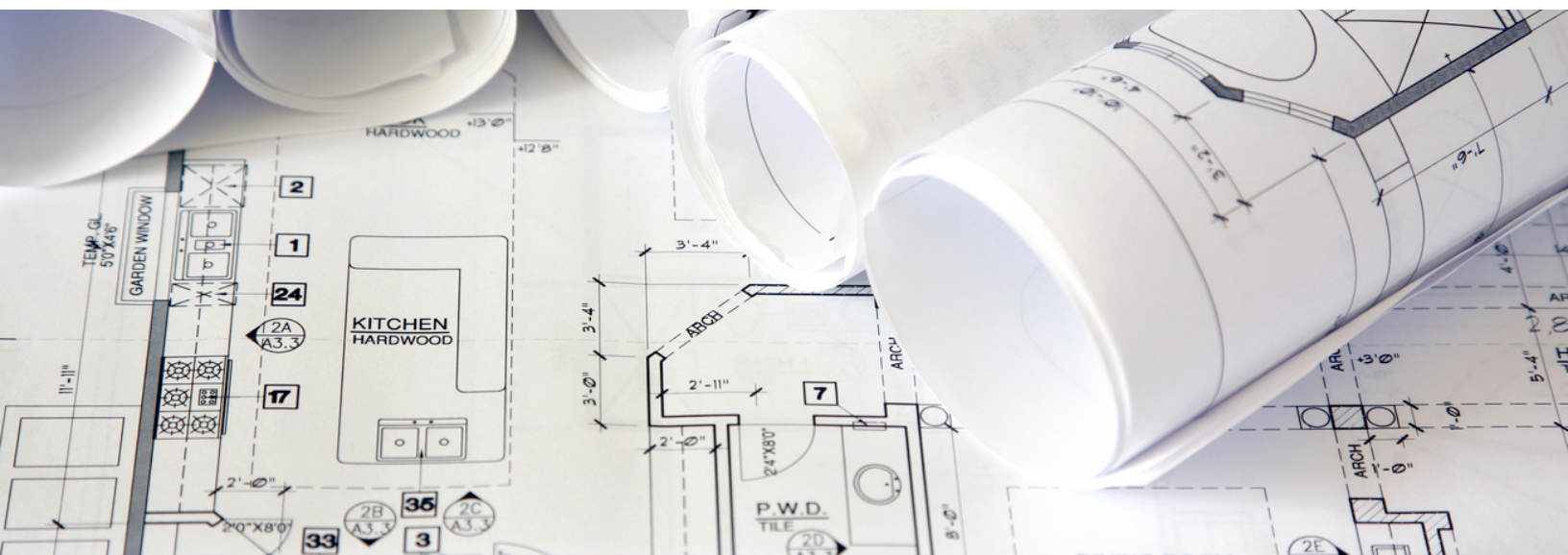
2. WHAT ARE THE ROLES OF THE VARIOUS PARTICIPANTS IN THE DESIGN PROCESS?

WHY ASK THIS QUESTION?

You want to know who has responsibility and accountability for each aspect of the process. You want confidence in the team, knowing communication issues and opportunities for errors are minimized.

CONSIDERATIONS

- It's critical to have one person who is intimately involved throughout every step of the project, start to finish. Our experienced kitchen designer is involved from the minute customers walk into the showroom, through the design process, parts and appliance ordering, delivery, installation, and post-installation review.
- We don't employ sales folks whose only participation is in the selling process, preferring to get experienced kitchen designers involved at the very beginning of the process.
- A single point of contact facilitates communication, catches issues earlier, and provides continuity.
- We work with a trusted network of highly qualified and vetted vendors, suppliers, and specialists, to be sure all projects are completed at the highest level of quality.



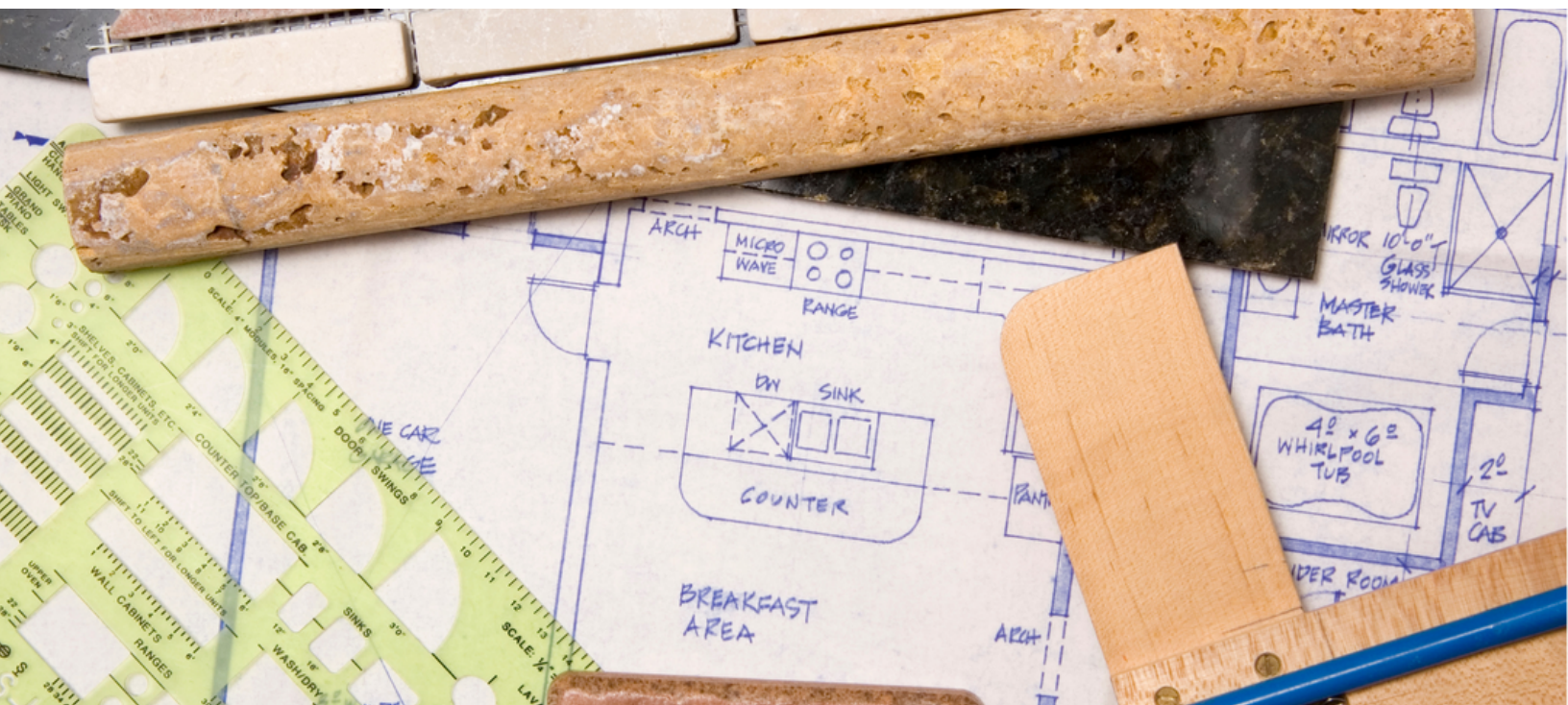
3. HOW DO YOU HANDLE COMMUNICATION THROUGHOUT THE PROCESS?

WHY ASK THIS QUESTION?

You want to be confident you will be kept in the loop with clear and efficient communication and know about issues or changes as soon as possible. This helps to keep the project on schedule and ensure your satisfaction.

CONSIDERATIONS

- Customers don't like surprises, and neither do we! Clear, efficient, and frequent communication is the best way we know to avoid being caught by surprise.
- One of the kitchen designer's most important jobs is to listen. That's the best way to understand the customer's wants, needs, and goals, and then help design a kitchen to meet their criteria, within their budget, and in accordance with their schedule.
- It's not the kitchen designer's role to bully anyone into doing what they think is best. Making suggestions, considering alternatives, and evaluating options together is how progress is made, and successful projects are completed.



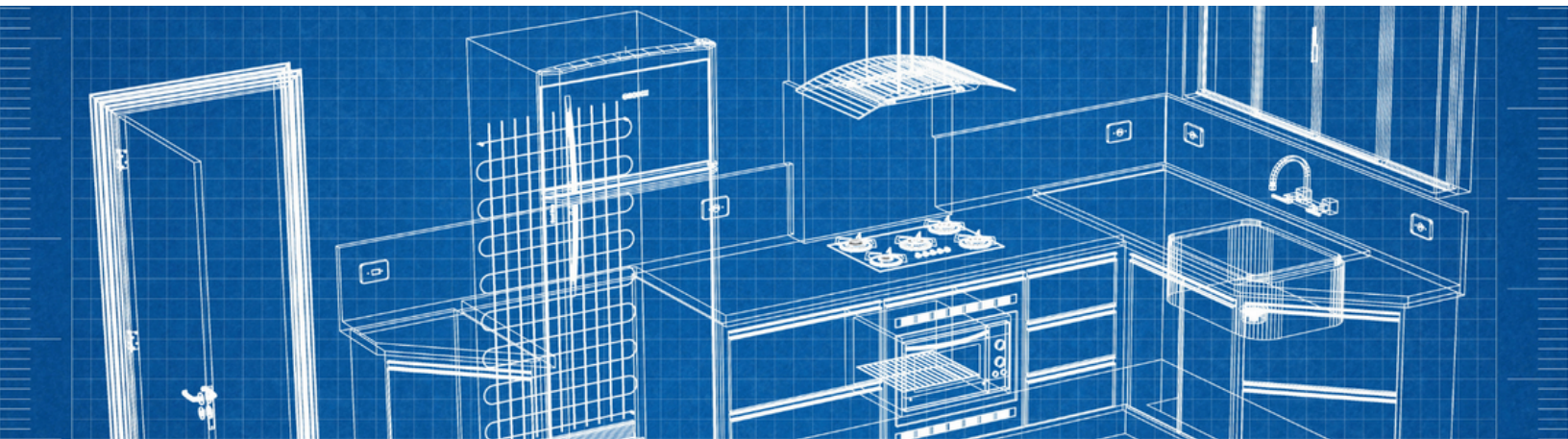
4. WHAT ASPECTS OF YOUR PROCESS HELP YOU DELIVER THE BEST RESULTS?

WHY ASK THIS QUESTION?

You want to hire a team with an established process that encourages efficiency and completion on time, within budget.

CONSIDERATIONS

- The best way to ensure continuity, efficiency, and the desired result is to start with the kitchen designer being involved every step of the way, from the minute customers enter the showroom, to after their kitchen is installed.
- The measurement process is a critical element in any design. Even when customers bring in measurements or drawings, it's the kitchen designer's responsibility to verify accuracy by visiting their home to take a second set.
- One design is adequate; two designs better serve the customer. Beyond delivering what the customer asks for, the kitchen designer has the opportunity to take initiative to suggest and incorporate improvements they feel best support the project's objectives.
- A 3D rendering of the design demonstrates complete consideration of how the works, from all possible angles.
- Once the kitchen is installed, the design team stays engaged to help with post-project issues and ensure there are no unaddressed workmanship issues or other challenges.



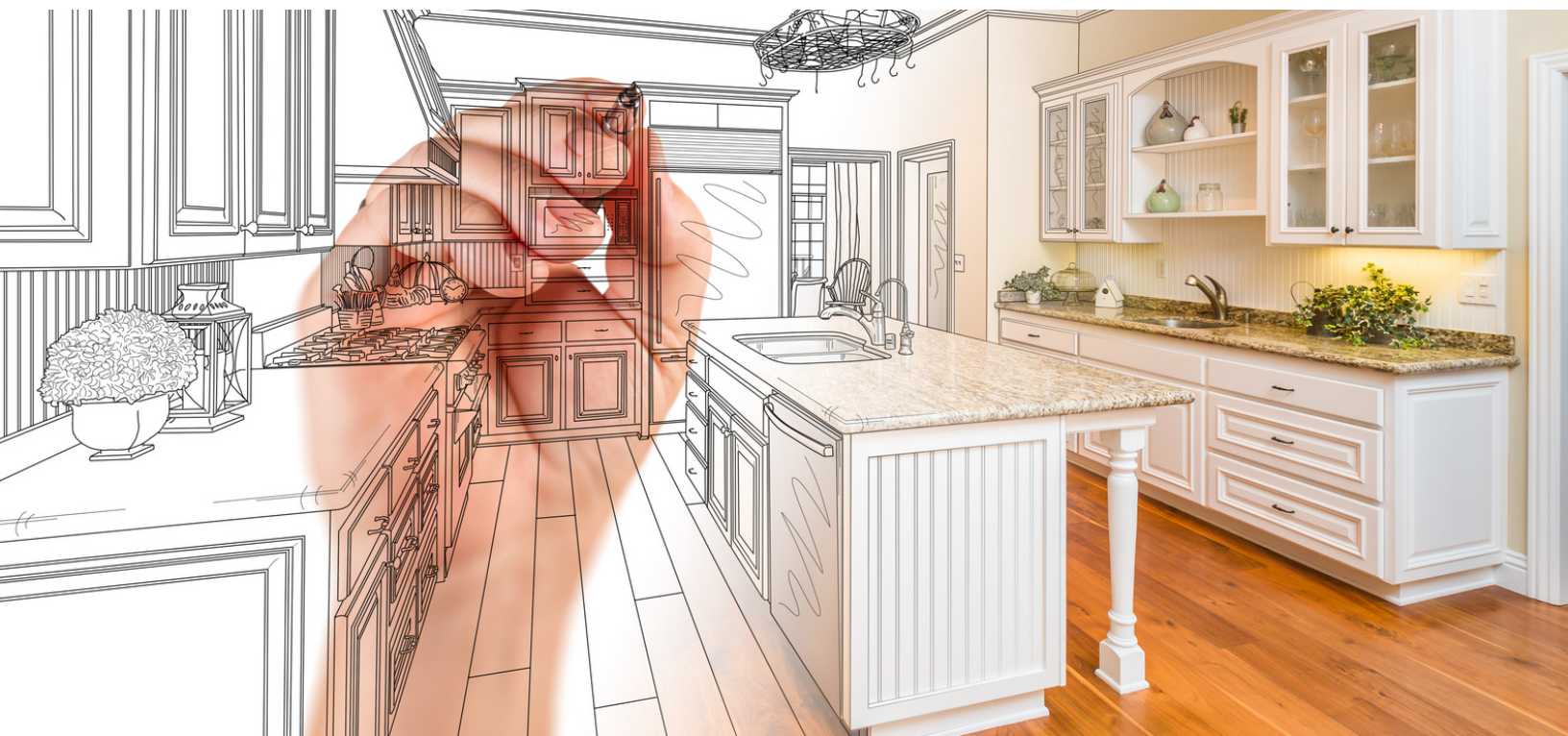
5. HOW DO YOU HELP US GET THE KITCHEN WE WANT, WITHIN OUR BUDGET?

WHY ASK THIS QUESTION?

You want to have your dream kitchen and you want to stay within your budget. You want to be assured you've been given options and understand trade-offs before making decisions that affect the overall project cost.

CONSIDERATIONS

- Education is our number one priority. By keeping customers informed about options and choices, we can help them make the best decisions to achieve their dream kitchen within budget
- When the kitchen designer has strong partnerships with multiple cabinet brands, they're able to present options allowing the project to stay within budget, and selecting styles that match the customer's taste.
- Knowing each of our partner brands well, we can propose options to make the most efficient and productive choices around cost, such as choosing standard vs. custom options, or specific types of finishes.



WE HOPE THESE QUESTIONS AND POINTS TO CONSIDER WILL HELP YOU BETTER EVALUATE THE KITCHEN DESIGNERS YOU MEET.

Having additional insight and understanding will enable you to choose an experienced designer who is the right fit for your project.

Have questions about what we've discussed here? Feel free to contact us for further discussion.

ABOUT FRONTIER KITCHENS

Frontier Kitchens has developed an excellent reputation in our community as a reputable, creative, and professional source for kitchen design. Our solid partnerships with high-quality suppliers allow our experienced kitchen designers to create your dream kitchen.

When you're ready to meet our kitchen designers and learn how they can help you achieve the kitchen of your dreams, contact us or drop by our showroom. We'd love to spend time learning about your wants and needs. We look forward to the opportunity to help you design and build your dream kitchen.

Check out our blog for additional education, case studies, and tips!



WE'RE HERE TO HELP

Questions or comments? Looking for a consultation?
Contact us today to create the heart of your home.

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