JOURNEY CONSTRUCTION GROUP

What to Look for When Selecting a Builder

A COMPREHENSIVE GUIDE

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Whether you're planning a new commercial space, an expansion, or a renovation, the right builder can make all the difference to your project.

However, choosing the right partner to grow your organization's space isn't always easy. With numerous options and many details to consider, the decision can feel overwhelming.

This guide is here to help you make the right choice.

In the following pages, we walk you through seven essential criteria to look for when selecting a builder. For each criterion, we explain why it matters and provide practical tips to evaluate how a builder measures up.

EXPERIENCE

Why It's Important

An experienced builder has a track record of excellence. They bring valuable knowledge and skill, built over years in construction and dozens of projects.

When a builder is familiar with your industry and project needs, they're able to anticipate potential issues and address them proactively, keeping your project on track. They've had time to refine processes and methodologies—meaning higher efficiency and quality.

So if you're going to invest in a builder, invest in one who has proven their ability to deliver.

Key Indicators of Experience

- Years in business
- Types of projects completed
- Industry-specific experience
- Proven track record

Practical Tips

- **Ask for a detailed portfolio** of past projects similar to yours. Check for diversity in project types, such as retail spaces, office buildings, or industrial warehouses.
- **Verify the builder's longevity** in the industry, which indicates stability and reliability.

Questions to Ask:

1. How many years have you been in business?
2. What types of projects have you completed in our industry?
3. Do you have any references from similar projects?

With over 100 years of combined experience, Journey Construction Group has honed its expertise in creating functional and beautiful spaces for businesses across various industries, including manufacturing, retail, and medical sectors. Our extensive experience ensures that your project will be managed with the utmost professionalism and skill.

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PROJECT MANAGEMENT SKILLS

Why It's Important

Effective project management ensures projects are completed on time, within budget, and to the desired quality standards. Skilled project managers use advanced tools and clear communication protocols to coordinate tasks, manage timelines, and control costs. They ensure seamless collaboration among all parties, from architects to trade contractors, minimizing delays and resolving issues swiftly.

Investing in a builder with strong project management skills means your project will be executed efficiently and meet your highest expectations.

Key Criteria

- Use of project management tools
- Clear communication protocols
- Ability to manage timelines and budgets
- Coordination with subcontractors

Practical Tips

- **Inquire about the project management tools** they use (e.g., Gantt charts, project management software) and their approach to timeline and budget management.
- **Ask for examples** of how they have managed complex projects efficiently.

Questions to Ask:

1. What project management tools do you use?
2. How frequently do you communicate with clients? Do you have a single point of contact?
3. Can you provide examples of managing complex projects?
4. How do you handle delays and budget overruns?

At Journey Construction Group, we manage the building team for you, from the architect to the electrician, and we stay on the ground with them throughout the project. Our project management skills ensure seamless coordination and execution, providing regular updates and maintaining transparency at every step.

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DESIGN CAPABILITIES

Why It's Important

A builder with strong design capabilities can bring your vision to life, ensuring the final product meets your needs and aesthetic preferences. They collaborate with architects and engineers to create functional and beautiful spaces, integrating design and construction for a smoother process.

Choosing a builder with excellent design skills means your project will not only be well-constructed but also visually appealing and tailored to your specific requirements.

Key Criteria

- Partnerships with architects and engineers
- Portfolio of past design work
- Ability to handle both design and construction (design-build approach)

Practical Tips

- **Request to see design mockups** and past design-build projects. Evaluate how the builder integrates design and construction to streamline the process.
- **Compare the design-build model** with traditional design-bid-build models to understand the benefits.

Questions to Ask:

1. Do you have partnerships with architects and engineers?
2. Can you show us past design projects?
3. How do you integrate design and construction?
4. What are the benefits of your design-build approach?

Our design-build approach streamlines the construction process by providing a single point of contact, creating cohesive communication and a unified vision throughout the project. This method minimizes complications and maximizes efficiency.

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CUSTOMER SERVICE

Why It's Important

Excellent customer service creates trust and collaboration which translates to a smooth and pleasant building experience. A builder with great customer service is responsive to inquiries, maintains clear communication, and provides ongoing support, making the entire process stress-free and satisfying.

Choosing a builder with top-notch customer service means you'll have a reliable partner who prioritizes your needs and keeps you informed every step of the way.

Key Criteria

- Responsiveness to inquiries
- Clear and open communication
- Client testimonials and reviews
- Post-project support

Practical Tips

- **Look for builders who offer regular updates** and maintain open lines of communication. Check reviews and testimonials for feedback on their customer service.
- **Ask previous clients** about their customer service experience using a prepared list of questions (e.g., "How responsive was the builder to your concerns?").

Questions to Ask:

1. How do you handle client inquiries and updates?
2. Can you provide client testimonials or reviews?
3. What kind of post-project support do you offer?
4. How do you ensure clear communication throughout the project?

At Journey Construction, we prioritize building strong relationships with our clients. We maintain clear and effective communication throughout the project and show our commitment to customer satisfaction through our transparent processes and dedication to meeting client needs.

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REPUTATION AND REFERENCES

Why It's Important

A builder's reputation is based on their past performance and the satisfaction of their clients. A strong reputation means they have consistently delivered quality work and earned the trust of their clients.

Choosing a builder with a good reputation gives you confidence that they will meet your expectations and handle your project with professionalism and care.

Key Criteria

- Client testimonials
- Case studies
- Industry awards and recognitions
- References from past clients
- Association Memberships

Practical Tips

- **Verify the builder's reputation** by checking online reviews, asking for references, and speaking to past clients.
- **Use a reference check template** with questions to ask (e.g., "Would you hire this builder again? Why or why not?").

Questions to Ask:

1. Do you have any case studies or examples of past projects?
2. Have you received any industry awards or recognitions?
3. Would your previous clients hire you again?

Trusted by national retail chains and local businesses alike, Journey Construction Group's portfolio includes successful projects like the Tractor Supply Company facility in Harrison, MI, and the Jost International truck docks. Our reputation is built on quality, reliability, and client satisfaction.

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FINANCIAL STABILITY

Why It's Important

Financial stability means the builder can complete your project without interruptions. A financially stable builder has the resources to handle unexpected costs and keep the project on track.
Choosing a builder with strong financial stability gives you peace of mind that your project will proceed smoothly and be finished on time.

Key Criteria

- Financial history and stability
- Bonding capacity
- Insurance coverage

Practical Tips

- **Review the builder's financial health** by asking for references from banks or financial institutions and checking their bonding capacity.
- **Ensure they have appropriate insurance** to cover potential risks.

At Journey Construction Group, our comprehensive approach and transparent budgeting process give clients confidence in our financial stability and project management capabilities.

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COMMITMENT TO SAFETY AND SUSTAINABILITY

Why It's Important

A commitment to safety creates a secure work environment. Sustainability practices benefit the environment and help reduce long-term costs.

Choosing a builder dedicated to safety and sustainability means your project will be handled responsibly, protecting both workers and the environment.

Key Criteria

- Safety records and protocols
- Sustainability practices
- Use of eco-friendly materials

Practical Tips

- **Ask about the builder's safety protocols** and sustainability practices. Review their safety records and any certifications they may have.
- **Include a safety and sustainability assessment form** for clients to use during their evaluation.

Questions to Ask:

1. What safety protocols do you follow?
2. Can you provide your safety records?
3. What eco-friendly materials do you use?

At Journey Construction Group, our impeccable safety record and commitment to sustainability mean that your project will be handled with the utmost care and responsibility. Our practices ensure compliance with current energy codes and the use of eco-friendly materials.

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BUILDER EVALUATION WORKSHEET

Use this worksheet to rate potential builders based on key criteria. This will help you compare and select the best builder for your project.

Criteria	Description	Rating (1-5)	Comments
Experience	Evaluate the builder's years in business, types of projects completed, and industry-specific experience.		
Project Management Skills	Assess the builder's use of project management tools, communication protocols, and ability to manage timelines.		
Design Capabilities	Look at the builder's design capabilities, including in-house design team and past design-build projects.		
Customer Service	Consider responsiveness to inquiries, clear communication, and client testimonials.		
Reputation and References	Check client testimonials, case studies, industry awards, and references from past clients.		
Financial Stability	Review the builder's financial history, bonding capacity, and insurance coverage.		
Safety and Sustainability	Evaluate the builder's safety records, protocols, and sustainability practices.		
Total Score	Add up the ratings for each criterion to get a total score.		

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Build Your Future with Confidence and Care

Choosing the right builder might be the most important decision you make for your construction project. With so many options and details to consider, it can feel overwhelming. This guide has highlighted seven key criteria—experience, project management skills, design capabilities, customer service, reputation, financial stability, and commitment to safety and sustainability—to help you make an informed decision.

At Journey Construction Group, we take pride in our track record of excellence. Our team brings over 100 years of combined experience, managing your project with professionalism and care. We handle every aspect, from design to completion, with clear communication and unwavering dedication to your needs. We believe in building strong relationships and providing transparent, top-notch service. Our commitment to safety and sustainability means your project will be completed responsibly, protecting both workers and the environment.

Ready to start your next project? Contact Journey Construction Group today, and let's build your future together!

TALK WITH US

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