



a r c h i t e c t s

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Custom Home Magazine Pacesetter awards
One Thomas Circle N.W. suite 600
Washington DC, 20005

Regarding:
Letter of nomination for the
Custom Home Magazine Pacesetter Awards

Dear Editor,

This is a letter of nomination for the Custom Home Magazine Pacesetter Awards. I wish to nominate Jim Murphy and Associates for the categories of Customer Service and Management.

I have worked with Jim Murphy and Associates on three significant projects including one currently under construction, spanning a period of 10 years. All three projects have been complex and of a large scale, and in every case, Jim Murphy and Associates has provided exemplary Customer service and project management.

As an architect I can count on Jim Murphy and Associates to deliver the service and attention that the projects we design require. With the vast number of options available to the homeowner, it is essential that our clients are working with a team that is knowledgeable and current with information on pricing and can source vendors to assist the client in making decisions. We find that our clients rarely have the time up front to make all the finish and material selections and the architect is not traditionally equipped with the ability to provide cost estimates for all the options. For that reason, we enjoy having Jim Murphy and Associates on board early to take advantage of their well honed Customer Service and Management. They can provide us with timely and ongoing value engineering specific to the interpretation of the client, so critical to keeping a project moving forward.

Good customer service and management can only be accomplished with good communication. In that area I can not say enough about my positive experiences with Jim Murphy and Associates. They understand that communication is the key and they maintain open dialogue during the entire project at the office and in the field, with the client and the architect and all the involved discipline. At every level of their operation, I am continually impressed with Jim Murphy and Associates, but with respect to Customer Service and Management they are the local standard that I wish all construction companies would aspire toward.

Respectfully submitted,

James McCalligan