



President's Corner

Customer Service is an area of focus for 2019. When choosing a nice restaurant, you likely consider these basic factors: Quality, Service, Atmosphere, and Value. As a customer with a "choice" of where to spend your money, you likely lean more heavily on the first three factors. For our clients, their "choice" is no different when selecting a qualified construction professional for their project. Because of this "choice", we must remain client focused in our day to day practice.

Maintaining satisfied and happy clients is simple in concept, but the execution requires significant effort by all team members. Always be asking yourself the following:

Quality: Are we delivering the highest quality product possible?

Service: Are we responsive, exceeding expectations, and going the extra mile?

Atmosphere: Do we communicate openly and truthfully? Are we exhibiting expertise and professionalism? Are we building genuine relationships and friendships?

Value: Is the client getting their monies worth?

Providing excellent customer service will result in significant benefits to our firm. The sense of pride and achievement that comes from a quality project and a happy client will satisfy any appetite!! Let's eat!!



Crow owners, employees, design team and local officials celebrated the renovation kickoff for the downtown office on Nov 15.

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Woods and Copeland Attend ABC Training

Adam Woods and **Titus Copeland** attended the ABC Foreman Training at the Arkansas Construction Trades Academy in North Little Rock on November 8 – 9. The training focused on the areas of communication, negotiations, and financial management, all with the aim of driving world class leadership. If you see Adam or Titus ask them about what they learned!

Arch Ford Career Fair Nov 7



Scroggins' Team Receives Stormwater Excellence Award

Mike Scroggins and his crew at the Hot Springs Memorial Field Airport were recognized for maintaining and exceeding CHS stormwater regulations. The project site was named Large Stormwater Site of the Month for November 2018 by the City of Hot Springs Department of Stormwater Management.

Crow Construction's Heavy Civil team is currently working on terminal apron and taxiway improvements at the airport. **Eric Ryan** is the project manager and Garver is the engineering firm for this project.



Employee News

Gary Jones

Has been promoted to from Concrete Superintendent to General Superintendent and will be transitioning to general construction supervision as concrete projects are wrapping up.

Titus Copeland

And his wife Haley recently welcomed their daughter, JoLee Rose into the world!



Project Spotlight



After with Maintenance Shop

Pinecrest Lumber Mill Maintenance Shop

Crews recently completed construction of the new maintenance shop at the Greenbay Packaging Pinecrest Lumber Mill in Menifee. Next up is installation of a new dry kiln at the mill.

David Watkins is the project manager and **Josh Copeland** has been on site as the Superintendent. Both projects are design-build and our team is providing engineering and construction services to the client. Projects are ongoing Through 2019.

Pad before construction



November Safety Update

REMINDER:

Minimum Job Site Personal Protective Equipment (PPE) Requirements are a Hard Hat, Safety Glasses & Reflective Vest. Contact Brandon Baker at (501) 697-8069 if you do not have these items.

NOTICE

Hard Hat, Hi-Vis Vest & Safety Glasses Required.

EYE ON IT

Current Projects

Delta Heritage Trail – AR Dep of Parks and Tourism - \$5.1MM

Morrilton Airport Improvements - \$63K

Bull Shoal Sump Pump Retrofit – Corp of Engineers - \$1.9MM

Knoxville Paving – AHTD - \$300K

Dixon Dental Offices – Perryville - \$500K

Lonoke Clarifier Dome - \$387K

Pinecrest Lumber Kiln Design Build – Menifee - \$5.5MM

Two Rivers School Elementary Safe Room - \$900K

RQMJWT Alum Tank and Filter Media Replacement - \$460K

Central Arkansas Water Pump Rehab - \$3.5MM

Stewart Stainless Truck Shop - \$161K

ANO Roofing Job - \$196K

Hope WTP Improvements - \$10MM

Hot Springs Airport - \$3.9MM

Perryville Paving - \$80K

GBP AKD Spillway - \$59K
GBP AKD Electrical Pad - \$49K

HWY 9 Improvements - \$6.4MM

Morrilton First Assembly - \$65K

Announcements

- Angel Tree Donation due to Linda 12/7
- Closed for Christmas Holiday December 24-25
- Closed for NYE Holiday January 1

Send news and announcements to Morgan Zimmerman at mzimmerman@crowconst.com or 479-264-4332.