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GTC News

Winter 2015



GTC Makes a Big Splash in Aurora

Construction Firm Shows Off Del Mar Family Aquatic Center for Summer 2015

Golden Triangle Construction (GTC) recently announced the completion of its renovations and additions to one of oldest pools in the City of Aurora, the Del Mar Family Aquatic Center. Originally built in 1956, the Del Mar pool had never been renovated. The pool is part of Aurora's Parks, Recreation and Open Space (PROS) Department's 36.9 acre Del Mar Park and has become Aurora's first water park.



The project, designed by Ohlson Lavoie Collaborative Architects, included new construction of a bathhouse, a 25-meter pool with diving well, water playground, waterslide, lap lanes, and a concession stand. The 2.5-acre site is located at 12000 E. 6th Ave, between I-225 and Havana. Construction began in March 2014, and the pool opened to the public on Memorial Day weekend 2015.

GTC was pleased to be awarded the project and has a growing history working with the City of Aurora. Over the past decade, the construction firm has built a fire station and a number of parks for the city, including General's Park, Red-tailed Hawk Park, and a 17.5-acre addition to Aurora PROS's Sports Park, completed in November of this year.

Golden Triangle Construction (GTC) has been a commercial general contractor in the Colorado Front Range construction market since 1977. For more information, please call Dennis Richard at (303) 772-4051 or email drichard@gtc1.net.

Working on Customer Satisfaction: Part 1



Welcome to GTC's series on Customer Service. In this series we review critical points we try to encourage in our employees, to foster happy clients. Today's article will review the first two.

Customer Satisfaction

The very first element of good customer service is obvious: making sure the customer is satisfied. This may seem tricky, however, especially when dealing with a difficult job. Or a difficult customer. But remember: even when the customer is wrong, they're still... the customer. Fortunately, the most effective road to customer satisfaction is one that will also wind up making *you* satisfied in the end. The key behind it is *good communication*.

Develop a personal relationship with your customer. Talk to your Owner and get to understand his/her expectations. Then exceed them. Do what you say you're going to do and be proactive. Be the Owner's expert—if you see a hazard or pitfall coming down the pike, talk to your Owner. Use your expertise to help advise him/her on what you can do to prevent disaster. And don't let communication slip as the job nears completion. From the customer's perspective, 95% of his/her satisfaction comes out of the last 5% of the project. Owners don't really know how hard it was to get the wires into the walls, they only know whether the lights work, in the end.

So maintain the open lines and positive rapport. Keep in mind: the job you're on is one we've already landed. By cultivating this personal relationship and building a good foundation of trust with your Owners, you're helping seal the deal for the *next* job we'll do for them.

Pride in Performance

Taking pride in your own work leads to an excellent sense of satisfaction and self-respect. But when you work on a project with others, you rise and fall as a team. A good chain is only as strong as its weakest link. You might pour an exemplary concrete foundation. The next guy might put up perfect walls. But in the end, if the lights don't work....

On the flip side, imagine again how you feel when you execute your own job to the best of your abilities. Now imagine that feeling magnified 100x when you're part of an *entire team* performing to personal-best levels. Pretty cool feeling, huh? And imagine how happy the customer will be with that kind of teamwork. The goal of Pride in Performance is achievable in the same way as Customer Satisfaction, through good communication—but this time the communication needs to happen between you and your team members.

Once you've talked to your Owner and understand his/her expectations, communicate these to your team. Then encourage them to exceed these expectations. Talk to your teammates—get to understand their strengths and help shore up their weaknesses. Keep your subs interested in the project by making sure they understand and value the project as a team effort. And most of all, whether or not you're the onsite leader, you need to be willing to willing to jump in and help.

These are the first critical points on Customer Service in an A/E/C environment. Be sure to tune in next time for the next two: Quality and Positive Constructive Relationships. Until then, keep communicating!



1.



2.



3.

Here are some projects we're currently working on....

- * **Aurora Sports Park (Aurora) (1.)**..... Est.: Nov 2015
- * **Aims Community College Public Safety Inst. (Windsor) (3.)**..... Est.: Dec 2015
- * **Forest Ridge Senior Living (Woodland Park)** Est.: Dec 2015
- * **Fresca Foods 1775 Cherry (Louisville)** Est.: Jan 2016
- * **First Citizens Bank: Meridian (Englewood) (2.)** Est.: Feb 2016
- * **BC Services Call Center (Longmont)** Est.: Mar 2016
- * **Douglas County - Parker Yard (Parker)** Est.: Mar 2016
- * **Orchard Town Center Marshalls (Westminster)** Est.: Mar 2016
- * **Fort Collins Readiness Center (Fort Collins)**..... Est.: Apr 2016
- * **Greeley Public Safety Training Facility (Greeley)** Est.: May 2016



2015 GTC Completed Projects

Del Mar Park Aquatic Center, Aurora	May 2015
PPCC Accessibility Improvements Springs	May 2015
CarMax Loveland, Store No. 7258, Loveland	May 2015
Kechter Farms Clubhouse, Fort Collins	May 2015
12000 East 47th Avenue Upgrades, Denver	Jun 2015
Twin Peaks Charter School 2014 Renovations and Athletic Field, Longmont	Jun 2015
Conn's Thornton Store No. 183, Thornton	Jun 2015
Outdoor Leisure Pool at Pioneer Park, Commerce City	Jul 2015
Fronterra Park, Commerce City	Jul 2015
SVVSD - Career Development Center Renovation, Longmont	Jul 2015
SVVSD Columbine Elementary, Longmont	Jul 2015
Columbine Elementary School Playground Renovation, Longmont	Aug 2015
Academy 360 Tenant Improvement, Denver	Aug 2015
Golden View Classical Academy, Golden	Aug 2015
Community First Foundation Offices, Arvada	Aug 2015
DPS - 1825 South Federal Blvd (Strive Prep Grades 6th - 8th), Denver	Aug 2015
Northstar Bank Renovation, Longmont	Sep 2015
BCH 2015 Miscellaneous Construction, Boulder	Sep 2015
Douglas County FM Fuel Island Work, Castle Rock	Sep 2015
Douglas County Fleet Services, Castle Rock	Oct 2015
Woodland Park Maintenance Building, Woodland Park	Nov 2015

GTC Employee Spotlight:

Matt Gunlikson

Superintendent (Longmont office)



Matt Gunlikson spent his youth growing up between Colorado and Texas and has been both a restaurant cook and a residential farmer. During his life he's traveled to Pennsylvania, North Dakota, Montana, and Hawaii. Outside the US he's been to Canada, Mexico, Costa Rica, and the Dominican Republic.

Matt has been in the construction industry for 20 years – 15 of them with GTC – and is currently working on the Greeley Public Safety Training Facility. Of his past projects with GTC, Matt loved the detail that went into the roof of Loveland Fire Station No. 2, calling it “amazing Engineering.” He also shared a few other things about himself:

Books or movies? I prefer movies. You can never go wrong with Caddyshack.

What's something on your bucket list? Travel to Norway and visit the farm my ancestors originated from.

My ideal vacation would be to go to a warm sandy ocean beach where my only worry is having a empty glass.

Do you have any hobbies? I enjoy deep sea fishing, golfing, motorcycle riding (dirt and street), cooking, and home improvements.

What is your favorite thing about GTC? The people, being with a company for so long they become almost like family.