

December 2020 Testimonial

We would like to thank the American Carpet One team for the excellent and professional job they did for us during our entire flooring project. We are very pleased with our new Kohala Birch floor in the Pacifica Pro Plus luxury vinyl line, and are so happy to be enjoying our beautiful new floor in time for the holidays.

When we visited American Carpet One a few years ago, we met Maureen "Mo" Silva in the sales department and Jimmy who came to our house to do the measurements. Both individuals were knowledgeable and helpful in answering the questions we had and sharing information. Unfortunately, we were not able to pursue the flooring project at that time.

However, first impressions do matter. It was because of the helpfulness we received from Mo and Jimmy that, several years later, we returned to American Carpet One.

As the sales person, Mo introduced us to the different products available and gave good comments such as improvements made to the newer products like added durability, showed us a line with wide planks which provided a different look, etc. Then instead of doing a hard sell, she gave us time to look around and discuss things before coming to a decision. She was also the project manager so she coordinated the different phases, handled the communication, and really kept us informed about what was going on.

Some of the things we appreciated about your company were the quality of the work, the thoroughness in the procedures done, and the willingness of team leaders and supervisors like Brent Koike who put in 200% for us to make sure that we were well taken care of during the floor preparation and installation phases.

American Carpet One took extra steps like performing a moisture test. Having this test done made us aware of the things we needed to do prior to the flooring project such as having a drainage system installed in the yard and having coring done at sites in the house and in the yard to determine through analysis that we didn't have a ground water issue. American Carpet One did an excellent job with moisture mitigation. We've heard stories from friends about people who had their old flooring removed and the new floor immediately installed. Several years later, the floor was warping. Someone once said to us, "Preparation is the key." We believe that this seems to be true with your company.

All the members of the hard surface installation team worked hard and well together:

Brent Koike (hard surface supervisor) - diligent, very hard working, excellent in following through, communicating with and taking care of clients.

Aris, Burt, Junior, and John - removal of the old floor; very hard work, but they did it well and cleaned up at the end of each day.

Jeff and Alike - grinding; like the above, very hard, very dusty work; they also cleaned up well after each day.

Jeff Soriano (installation team leader), Burt, Peter, and Junior (substitute one day) - excellent installation job! The new flooring is beautiful!

If we have inadvertently misspelled a name or missed any names, I hope Brent will correct us.

Thank you very much again. We will be sure to refer American Carpet One to our friends.

Sincerely,
Randall and Sharon Yanagi