5. CUSTOMER PROFILE





The Duck Shop

Signing a lease at the always-busy Washington Square Mall was an easy decision, but getting the store open for the all-important Christmas selling season required teamwork. Store management was open and communicative about what they wanted, but deadlines were sacred and execution was everything, especially with so much at stake.

"We interviewed three contractors for the construction of our new Washington Square Mall store. During the process, Norwest blew us away with their professionalism and work experience. It became clear that customer service is effectively used their time during a meeting break to return calls to clients. That attention to communication was exactly what we were looking for in a contractor. Throughout our partnership on this project, Norwest acted with the utmost integrity and achieved all our agreed upon deadlines."

Brian Wright, Regional Manager Portland area Duck Shops A branch of the University of Oregon

