



**Evaluate-Step #1**

What are your needs, expectations, and desires? Do services that EMS Outdoor offers match these requirements? Referrals are available for many services that we don't provide.

**Gather-Step #2**

*We gather your...*

Location information – measurements, soil types, sun exposure, and soil tests if needed.

Preference information – favorite colors, favorite plants, textures, dislikes, memories.

Use information – utility area, screening, display, entertaining, entryway, green space, etc.

**Create-Step #3**

Using over 20 years of horticulture and landscape experience, we create a sound plan to fulfill the needs and desires at hand. With best practices, efficient solutions and budget in mind, we create solutions that will add value to your living assets.

**Propose-Step #4**

Within one week of gathering we will submit to you a straightforward and easy to understand proposal. We will talk through our creative plan and give you pricing based on the needs and information we gathered. During this conversation we will share

with you “what’s next” when you choose EMS Outdoor. You have until the “proposal expiration date” to sign on to have the work performed at the quoted price. At time of signing we will collect payments, if specified, and also get back to you with a date your service and/or project will begin!

**Fulfill-Step #5**

This is the fun part for both of us, the “sweat” part for us, but the easy part for you! Our creative solutions come to life as EMS technicians work through the plan we both created and agreed upon. Whether it is a landscape planting project, or a year-round maintenance service contract, EMS Outdoor uses our experience and creativity to fulfill your needs.

**Re-Evaluate-Step #6**

At this step we are either at the end of a single project or at the check-in point of a service contact. We review the evaluation, your needs, expectations and desires. We make sure we fulfilled the plan that was created and ensure that in all aspects of your experience we were an A+. For project completion — this is when we do a final walk through with you and gather the remaining payment for services rendered.

*We hope to go back to Step #1 with you when your next outdoor need arises!*