

Construction

Sent: Monday, August 02, 2010 8:48 AM

To: Construction

Subject: Re: Schedule

Thank you so much!!!! I appreciate the fast response. Also, please be reminded that I have left the garage door opener in the BBQ for the sprinkler guys. I know they can sometimes do their job without accessing the controller in the garage but I didn't want to take any chances. Plus, perhaps access to the controller will make their jobs easier.

Have a good day! You guys are doing a fantastic job! I'm VERY pleased.

Sent: Mon, August 2, 2010 8:24:09 AM

Subject: RE: Schedule

Good morning!

I just spoke to the clean up crew and they are heading that way

Thanks, Valerie ☺

Venture Custom Pools | 4568 State Hwy 121 | Ste # 101

Plano , TX 75024

Phone: 972-377-9002 | Fax: 972-377-9099

construction@venturepools.com

Sent: Sunday, August 01, 2010 8:33 AM

To: Construction

Subject: Re: Schedule

The clean up crew was great!!!! The only thing is that they forgot to remove the metal edging at the back of the pool and grade all of the area behind the pool. The entire area behind the pool was to have been graded and pulled towards the pool (the entire area will be a flowerbed). Is there any possible way to take care of this before the sprinkler guys come on Monday (assuming they were not coming until the afternoon)?

From: Construction <construction@venturepools.com>

Sent: Wed, July 28, 2010 2:48:13 PM

Subject: Schedule

Good afternoon,

Venture Custom Pools
4568 State Highway 121, #101
Plano, TX 75024

Gentlemen:

We were told that putting in a swimming pool is a dreadful experience. Well, not with Venture Pools. From our first meeting with Bob Stewart we felt very relaxed and comfortable that we had made the right choice. Bob made good on everything he promised and then some. Any changes we needed or wanted were handled by Bob with ease. He was very honest and forthright in telling us what to expect. We appreciated that.

Valerie was extremely helpful and competent during the initial setup. Much credit goes to Amanda for a great job on day to day installation of this pool. Every time we called her with an issue or a question, her response was "no problem" and the next day it was taken care of. Almost every single day someone was here working on the pool.

We are thrilled with the pool and the way it looks in our yard. We want to thank everyone involved at Venture Pools. Great job!

Sincerely,

Handwritten signatures of Pat and Laura. The first signature is 'Pat' and the second is 'Laura Doolittle'.

Pat & Laura

/ld

IMPERIAL

CASUALTY AND INDEMNITY COMPANY

May 19, 2009

Venture Pools
Attn: Owner or General Manager
4568 State Highway 121, #101
Plano, Texas 75024

RE: Amanda

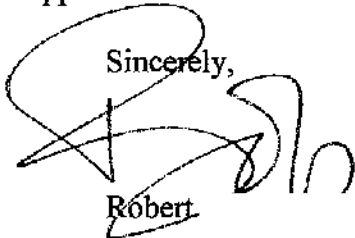
Dear Sir or Madam:

I want to thank you again for your work to build me a pool at our house. Previously, I commented on what a great job our design consultant, Greg Miller, did in designing and overseeing every aspect of our pool. However, the unsung hero in the process appears to be Amanda.

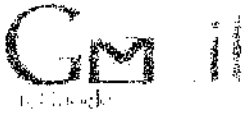
Amanda was always friendly and helpful and arranged the contractors with ease and sophistication that allowed us to sit back and relax during the process. Since the pool has been finished, Amanda has always been helpful if we needed additional work. She has had helpful tips that have averted problems and has always been quick with her assistance.

Overall, the pool Greg designed and built for us was wonderful. Since that time, the service and attentiveness have caused me to really be impressed with your company. I appreciate the continued work. Thank you.

Sincerely,



Robert



LESLIE LUREY <lb1614@gmail.com>

Customer Contact

1 message

mizthomr@hotmail.com <mizthomr@hotmail.com>

Thu, Jun 24, 2010 at 12:46 PM

Reply-To: mizthomr@hotmail.com

To: venture@site-search-architect.com

Name	
Email	
Address	
City	
State	
Zip Code	
HomePhone	
workphone	
CellPhone	
Comments	Dear Sir or Madam: I want to once again thank you for your assistance in helping me with a problem with my pool. I was in the area and spoke to the wonderful ladies in the Construction Scheduling Department on a Monday about a problem with the stonework at my pool. They were very kind and gracious. By Wednesday of the same week, those ladies had the worker out to my house, fix the stone and leave my house and pool so neat that had I not known better, I would have not known they were at my house. Those ladies were quick, attentive and did exactly what I had hoped. Many pool companies build good pools. It takes a really good one to keep maintain them and help their customers after the pool is in the ground. I appreciate all you have done for us. Thank you and thank you to the wonderful ladies in the scheduling department.
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RSearchEngine	google
RKeywords	venture%20pools
Referrer	http://www.google.com/hws/search?q=venture+pools&hl=en&client=deil-usuk&channel=us-smb
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FormURL	/ccj_Categories/default.aspx?cat=93
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November 4, 2008

Dear Venture Custom Pools,

Brian and I wanted to drop in and say "THANK YOU" for building us a beautiful pool! This was our 1st pool we had built and we are VERY HAPPY with our pool and how smooth you made the process for us.

Your staff was very helpful throughout the whole process and I know we had a ton of questions we kept throwing at you. Thank you for always being patient; addressing any concerns or issues we may have had in a timely manner, and for being informative with us from start to finish. (We're just one of those customers that had to know all the details and take a million pictures of the process ☺.)

Special thanks to:

1. Greg Miller for designing us a beautiful pool and helping us visualize our pool with his 3-D images.
2. Justin Crabtree for answering all of our questions during the construction of our pool. Giving us pointers and educating us through the process.
3. The Girls: Amanda and Valerie for keeping us in the loop of what stage we were at and what was going to happen next.

I have to say, a lot of my neighbors have invited themselves over to see our pool and they all love it! So don't be surprised if you start hearing from a few of them (wink).

Thanks Again!!



Brian and Poeh

Construction

Sent: Sunday, August 01, 2010 11:03 AM

To: 'Construction'

Cc: 'Chris Miazga'

Subject: Thank you from the Butler's

First let me start off by apologizing for this long overdue thank you but Venture is also to blame. You built such a beautiful pool that we haven't been able to get out of it! In all seriousness, we sincerely want to thank everyone at Venture for everything. On the dig day we jokingly asked the superintendent on site how fast he has built a pool. He responded that he has built a pool in three and half weeks but added that everything just seem to go perfectly. While we were impressed we were still figuring on 5 weeks to build our pool. It was amazing to watch the guys come in and dig the hole for the pool. They were fast, efficient and above all professional. The hole was dug on a Thursday and the following week (s) were filled with rain in the forecast. What was probably the most impressive part of the entire pool building process was the fact that the rain did not slow you down at all. Everyone showed up when promised or earlier - rain or shine! From the day (June 24th) the hole was dug until the day we took our first swim (July 16th) it was three weeks and one day! That's amazing!

Certainly having the pool built so fast was great but people were even more amazing. When we were doing our research on what pool company to use we read so many horror stories from consumers who had bad experiences with sub contractors or even the sales group with the pool company they chose. Each person we encountered through this process have been absolutely the most customer focused, professional and quite honestly the most genuine people that we have had doing any kind of work in our home. There are a few that really stick out; like the electricians that came out and worked in the rain! The guys that ran the gas line - you guessed it - in the rain. The guys that ran the gas line were so nice, explained what they were doing and promised to clean up their mess - and they did! Also, just about every person at Venture. John Higdon was our first impression on Venture as a company and he did not disappoint! While we felt we made the right decision based off of our research, John really confirmed we did. Then our superintendent (Scott - man I hope that's right) he was great. He took the time to explain everything that was going to happen and even provided us with a timeline of events. When we went into the showroom to pick out tile Chris Miazga was there to help us out. He gave us helpful tips on how to select the tile in the showroom and also didn't skip a beat when we wanted to change the decking concrete at the last minute. Lastly, Valerie was always pleasant and professional on the phone when she would call and let us know what was happening next. Everyone at Venture and their contractors build beautiful pools but it's the manner in which you do business that makes you the best pool company! We have shared our experience through our blog (linked below) and to anyone who will listen.

Thank you for making our pool dreams come true!

Frank, Tammy and Madison

<http://franktammymadison.blogspot.com>

Mr. John Carney, Gen. Manager
Venture pools
1740 Interstate 35 East, Ste #140
Carrollton, Tx. 75006

Dear Mr. Carney:

We are very pleased with the Venture pool co's performance from planning stage to construction to completion. This being our first swimming pool/spa, we had excellent experience throughout. We found your staff very skilled, courteous and knowledgeable.

The most impression of any company is always created by the employee who are in contact with the customer.

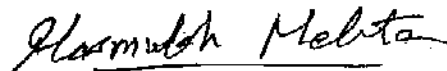
Justin, Construction Manager is very experienced, knowledgeable, courteous, patient and efficient manager. He educated us every step of the way and made us feel very comfortable.

Amanda, the co-ordinator and scheduler has handled the project absolutely faultless and smooth, step by step without losing time or efficiency. Her knowledge of pool construction was very valuable for the smooth operation.

It was a pleasure to do business with Venture pools.

Thank you

Sincerely yours,


Hasmukh

a gift card for you...

★macy's
macy's.com

July 29, 2008

To: Amanda [REDACTED]

From: The Boudreauxs

Gift Card Value: [REDACTED]

Thanks for your hard work on our pool.

a gift card for you...

★macy's
macy's.com

July 29, 2008

To: Valeri [REDACTED]

From: The Boudreauxs

Gift Card Value: [REDACTED]

Thanks for your hard work on our pool.

December 19, 2006

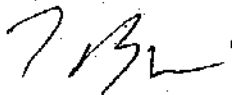
BOARD CERTIFIED - Neurology

Venture Pools

Dear Sir/Madam:

I just wanted you to know that I appreciate your hard work and efforts. My pool is finally complete. Your good efforts have paid off. The pool is extremely structurally solid and beautiful. It is a great addition to our home. I admire your patience in getting all the bugs out. I am extremely satisfied. In fact, you can consider me a free walking advertisement.

Sincerely,

A handwritten signature in black ink, appearing to be 'ZB' followed by a flourish.

ZB/prn:sb

To: Venture Pools
Date: 9/11/2008
Subject: Performance on the Construction of our Pool

We just wanted to put in writing our distinct pleasure with the fine job Venture Custom Pools did for us on the construction of our pool, which was completed by the contract date. Steve Kravets (our designer) was very knowledgeable and understood exactly what we wanted for a small yard.

Stephen was very pleasant and patient. When he started the pool, we were amazed at how organized and skilled he was with the process of building pools. This was our fourth pool, and Stephen went far beyond anything we've ever experienced with his follow-ups on each job. His thoroughness was the most impressive we've ever witnessed with a pool construction.

The Schedulers (Valarie and Amanda) kept the project rolling very smoothly and quickly and were always polite and helpful in our interactions with them. We were amazed at how fast this process went, given the quality of work being performed.

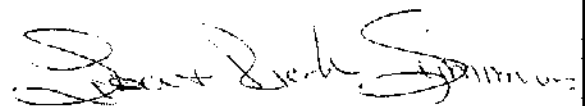
Tony (start-up guy) was very nice and patient, and also knew his job well. It is amazing how often we have encountered pool professionals who really do not know their job as well as they should. Tony was very easy to communicate with and understand, which helped alleviate our nervousness as he reviewed with us the operational instructions for our system. He made us feel very comfortable about our system.

The vendors your team used also did a fine job. Thanks so much for all your hard work and the excellent job your team did with our beautiful pool!

P.S.: Steven, you were awesome at your job!

Sincerely,

Lisa and Rick

A handwritten signature in cursive script, appearing to read "Lisa and Rick", written over a horizontal line.

December 5, 2006

John Carney
Sales Manager
Venture Pools
1740 South Interstate 35 East, Suite #140
Carrollton, TX 75006

I thought I would take a moment to thank Venture Pools for doing such a great job in building my backyard paradise.

I ordered my pool on April 14th of this year and got an awesome 3D image of exactly what I bought. I had printout "photos" of my pool and deck from 3 different angles. It was absolutely key to getting the pool built the way I had envisioned, and Bob Stewart should get a great deal of credit for making this happen according to plan, on-time and at the contracted price.

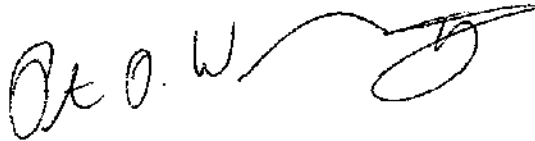
I got exactly what I wanted and my pool was filled with water on June 10th as promised. Artists built my pool and deck, every step of the way. My on-site supervisor (Justin) and his construction manager (Tom) made sure everything was orchestrated perfectly. I could not be happier with the results.

I am delighted with my backyard paradise, and would look forward to scheduling someone to come out in the Spring and take some pictures for your reference and use in marketing.

Your employees and subcontractors really hit a Home Run and they deserve recognition.

Thanks, and best regards,

Peter

A handwritten signature in black ink, appearing to read "Peter", with a stylized flourish at the end.

Elegant Flowers

Plans, Gifts & More
4416 Lemmon Ave Dallas, TX 75219
214-522-3790

Mrs. Amanda
4568 State Highway 121
Venture custom Pools
Ft. Worth, TX 75024
377-9002

Delivery Date: 06/24/2008 - Tuesday

Order # 6777

Elegant Flowers

Plans, Gifts & More
4416 Lemmon Ave Dallas, TX 75219
214-522-3790

Mrs. Vallerie
4568 state highway 121
Venture custom Pools
Ft. Worth, TX 75024
377-9002

Delivery Date: 06/24/2008 - Tuesday

Order # 6778

Thank you for all you have done with
our pool. I appreciate all the work
you have done on our behalf.

Meshaelle Pate

Thank you for all you have done with
our pool. I appreciate all the work
you have done on our behalf.

Meshaelle Pate

December 11, 2008

Greg Miller
Venture Custom Pools
4568 State Hwy 121, #101
Plano, Texas 75024

RE: Thank You

Dear Greg:

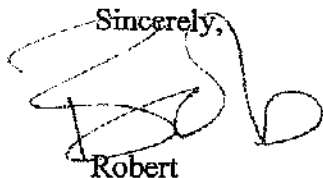
I just wanted to take this opportunity to thank you for your all you did to build our family a wonderful pool.

As you know, we interviewed several companies to build our pool. From day one, we were sold on you and as a result, were sold on Venture. Being new to the area and building our first pool, we were completely trusting of you and your ability to do what is right for us and our family.

From the start, from the planning to the scheduling to the construction, Venture did their very best to build us the pool we wanted at an affordable cost on time. At every step, you were there to make sure everything was going according to the plan. However, where I really valued your worth was after it was all done and all the money was paid. You never left us and always returned my calls. You helped us understand the pool and how to best enjoy it. You made sure everything was just as we wanted.

I appreciate all you did for us and all Venture Custom Pools did for our family. Thank you.

Sincerely,

A handwritten signature in black ink, appearing to be the name 'Robert', written in a cursive style. The signature is positioned above the printed name 'Robert'.

Robert

April 11, 2010

Dear Venture Pools Representatives, Valerie,
Thank you to Rudy, Chris & Tony,
and all the others who helped to
make our dream of a lovely pool
and spa to share with our children
and grandchildren a reality. It
is absolutely beautiful. We are
enjoying the spa already, and
still learning about the various
tools for keeping it clean and
working well. We appreciate your
consistent efforts to make every
aspect of the job satisfactory to us
and of high quality. Thank you
for continuing to answer our questions
Sincerely, Diane

To: venturepools1@aol.com
Subject: Construction of My Pool
Date: Thu, 9 Apr 2009 4:27 pm

This e-mail is intended for Kevin.

Dear Kevin,

The reason for this note to you is to express my satisfaction with the construction of my new swimming pool. I wanted to make you aware from the customer side the competence that your staff demonstrated during this process. This is not the first pool that I had built, and I want to tell you that your organization excelled over my previous experience.

Valerie and Amanda were very professional and kept me fully informed on all the scheduling details as needed. In addition they listen to my concerns and addressed them expeditiously.

I would also like to mention Tom's competence as a project manager. He listened attentively and produced results.

You should feel very fortunate to have these people on your staff.

Feel free to add me to your referral list.

Carlos

Re: Swimming Pool Contractors [Re: madermu]

tworod
Outdoorsman

Registered:
05/24/06
Posts: 72
Loc: Little Elm, Tx

We just got ours done dec 30th, looks great and took about a month to build , we used Venture Custom Pools in Frisco, They are great to work with and we looked at 8 different companies, hands down they beat the price of everyone and wasnt pushy at all. Call Chris @ 972-342-2862 and tell them Jon Nickerson sent you, he will treat you right.

Top

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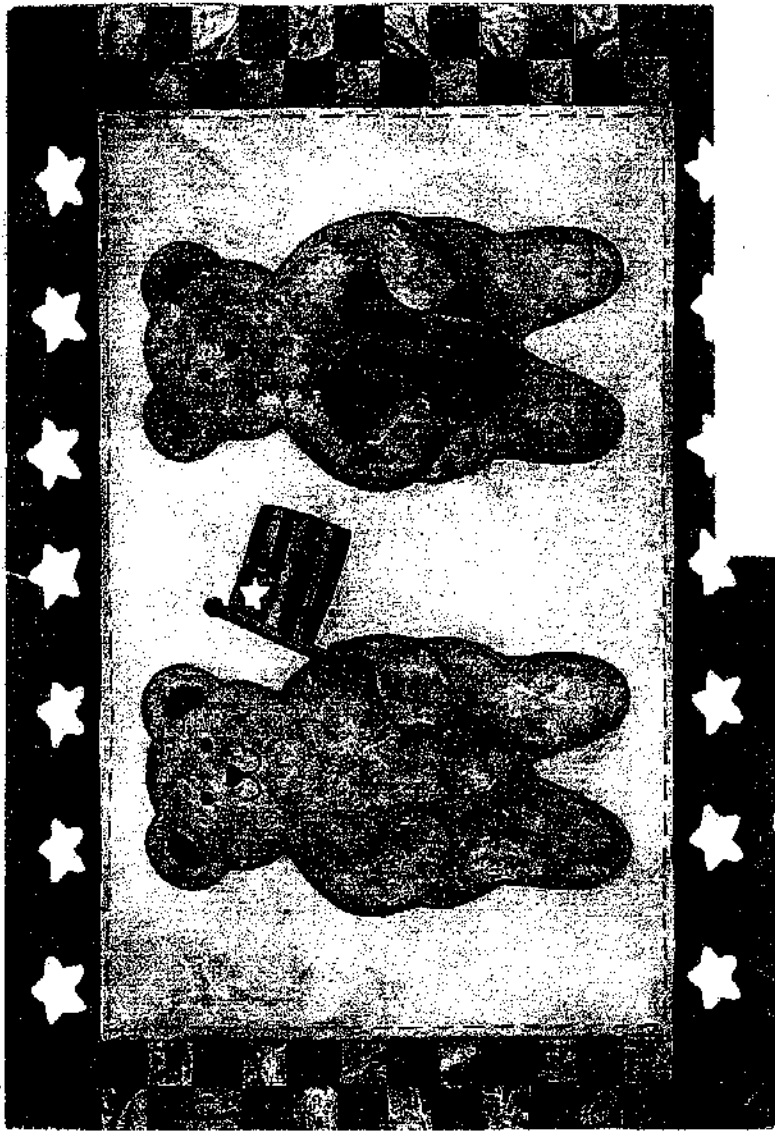
Preview

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Entire topic

Subject	Posted by	Posted
Swimming Pool Contractors	madermu	Yesterday at 03:09 PM
Re: Swimming Pool Contractors	Happykamper	Yesterday at 07:49 PM
Re: Swimming Pool Contractors	madermu	Today at 07:28 AM
Re: Swimming Pool Contractors	Brian McCarty	Today at 09:19 AM
Re: Swimming Pool Contractors	BigBuckMuck	Today at 10:26 AM
Re: Swimming Pool Contractors	madermu	Today at 10:32 AM
Re: Swimming Pool Contractors	tworod	51 minutes 17 seconds ago
Re: Swimming Pool Contractors	Nathan at Fork	Yesterday at 04:07 PM
Re: Swimming Pool Contractors	Crazyfish	Yesterday at 05:41 PM

Moderator: Stan Browning, john varner, jsmooove007, Jerrybign, Duck_Jerky, Mark Perry, C



819110

Just a note to say thank
you for your help in fixing
my pool. It looks great!
Thanks to everyone.

Glenda Neal

P.S. my light went out again last summer.
Is this a problem?

August 22, 2006

TO VENTURE POOLS

Dear Sirs:

WOW! Thanks for the beautiful pool! I believe we have the prettiest pool I have ever seen. My family could not be happier with it!

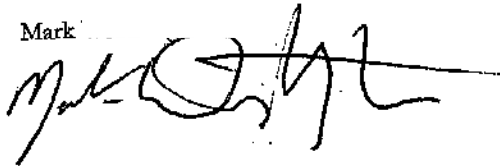
A special thanks to John Carney for answering all my questions before I decided to go with Venture Pools. He made me feel confident after my first call that Venture was the right company to choose. I was initially going to get three estimates and after talking to John I cancelled the other two! Absolutely no regrets!

A special thanks to Justin Crabtree. When he came out he made some recommendations for upgrades that I am certain I *could not live without* now, like colored plaster and wireless remote control. He did me a huge favor there! He also went out of his way working with the subs on special request. Thanks so much!

One last word, the finance company GE Capital made the finance process so easy. We received a fantastic rate and there were no hassles at all! Thanks for referring them. By contrast, my neighbors contacted a pool company and applied for finance before we did, we are swimming and they have not begun construction yet. I told them to just call Venture, they said they probably will. You guys rock!

Sincerely,

Mark

A handwritten signature in black ink, appearing to read 'Mark', with a long horizontal line extending to the right.

Construction

Sent: Thursday, March 11, 2010 3:13 PM

To: construction@venturepools.com

Subject: Pool


Kevin or Les,

Just a quick note to compliment your wonderful staff. We have had two pools built by Venture and both of them were beautiful. The whole process was easy and painless! John Higdon is a great guy and we have recommended him to several people. Amanda and Valerie were great also and took care of everything. Unfortunately we are moving again, this time out of state. If we could have you build a third pool for us we would.

Keep up the good work!

Thank You,
Mark and Lauri
pools in Murphy and McKinney

Thanks,

Lauri 

 EMAILING FOR THE GREATER GOOD

[Join me](#)

NOVEMBER 2, 1999

DEAR ADVENTURE POOLS,

LAST SPRING MY HUSBAND AND I SHOPPED AROUND FOR THE BEST PRICE TO GET A POOL AND SPA BUILT INTO OUR BACKYARD. I FOUND YOUR BUSINESS TO HAVE THE MOST REASONABLE PRICES. I ALSO LATER FOUND THAT YOU PROVIDE EXCELLENT SERVICE AND QUALITY OF WORK. OUR POOL WAS BUILT IN THE PROMISED AMOUNT OF TIME. IT WAS READY WHEN I RETURNED FROM MY VACATION, TO MY SURPRISE. THE CREW DID A GREAT JOB CLEANING UP AFTER THEMSELVES AND DID A WONDERFUL JOB CONSTRUCTING THE POOL AND SPA TO OUR DESIRE. OUR POOL BROUGHT US GREAT JOY IN THE SUMMER, AND THE SPA HAS BEEN VERY RELAXING AND ENJOYABLE IN THE COOL, AND EVEN COLD, DAYS OF THE FALL. I HAVE INCLUDED PICTURES OF THE POOL AND SPA IN THE STAGES OF THEIR DEVELOPMENT AND A PICTURE AFTER THEIR COMPLETION. THANK YOU FOR YOUR EXCELLENT CUSTOMER SERVICE. IT WAS A WONDERFUL INVESTMENT THAT WILL LAST A LIFETIME.

SINCERELY,

LIZ C

Liz Gorski

To: venturepools1@aol.com

Cc: gregthepoolman@sbcglobal.net

Subject: (no subject)

Date: Fri, 19 Dec 2008 8:08 am

Venture Custom Pools,

I would like to take this opportunity to commend Venture Custom Pools and especially your designer , Greg Miller.

Your company has just completed our swimming pool. All through construction of the pool the integrity and commitment of Venture has been very commendable.

I would especially like to bring to your attention the professional performance of Greg Miller , the senior designer on our pool. Mr. Miller was always available when I had a questions, concerns or changes. My phone calls were answered and return promptly. Mr. Miller was very attentive to all of the details of the planning .

I also met with Justin , the superintendent , and he was thorough as well. He was courteous and responded to all my questions. A week later, I was informed that Justin was no longer the superintendent of our pool. Steven was our new superintendent and , we had a great rapport . He was very courteous and attention detail of the construction of the pool. He was always aware of which sub-contractors were on the job or schedule.

Last week, I've sends out a panic call to your office due to the pump not priming , so I've called your office and Todd was very helpful by explaining what I needed to do in order to primed the pump. I was unable to get the pump primed and left a message to Todd explaining the situation . The next morning , I went out and try to get the pump working and noticed someone had been there early in the morning and prime the pump. I was so surprise by the great and expedite service by Venture Custom Pools.

Because of the quality of work performed by Venture Custom Pools and the attention to our needs that Mr. Miller , and your staff showed, I would recommend your company to any of my friends and family. It is very refreshing to see such commitment to customer service and integrity in a company.

The quality of your personnel from Greg Miller, designer ; Steven, superintendent and Valerie, construction coordinator . All of them are a credit and an asset to your company.

Thank you for buikding us such a beautiful pool and making the experience positive.

Sincerely,
Allen and Kandis Ly Nguyen
Happy Pool Owners