



# newpro

## **NEWPRO honored by KOHLER Cos. and GuildQuality with industry Awards**

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Boston, MA NEWPRO Home Improvement Solutions, family-owned and operated home improvement solutions provider, has been honored with two major industry awards for outstanding community engagement and customer service within the home improvement and construction and design industries.

The awards include the KOHLER Perseverance Award for NEWPRO's unwavering customer service and continued commitment to giving back to local communities during the COVID-19 pandemic through its NEWPROcares Healthcare Heroes initiative.

In addition, NEWPRO is a recipient of GuildQuality's Guildmaster Award for its steadfast commitment to customer service and exemplary customer satisfaction rating throughout 2020.

The KOHLER Perseverance Award is a prestigious honor created by the KOHLER Companies that recognizes exceptional partners and vendors within its dealer network that go above and beyond in special circumstances. The 2020 KOHLER Perseverance Award identified partners and vendors within the KOHLER Authorized Dealer Network that remained committed to giving back to the communities they serve and delivered outstanding customer service during the extremely challenging COVID-19 pandemic.

"Congratulations to our KOHLER Authorized Dealer, NEWPRO Home Improvement Solutions, for earning the KOHLER 2020 Perseverance Award," said Brian Childs, business director at KOHLER. "NEWPRO's dedication to its customers and community along with its fortitude and tenacity shown throughout the most difficult times of 2020. We are truly grateful for KOHLER's partnership with NEWPRO, and we wish them continued success."

GuildQuality's Guildmaster Awards celebrate service excellence within the home building, remodeling, and home service industries. Each year, special recognition is given to companies who consistently demonstrate exceptional customer service. The awards are determined entirely by the experience of the customer through customer recommendations and survey response rates. Honorees must achieve a "likely to recommend" rate of 90 percent or greater.

As part of NEWPRO's commitment to delivering exceptional service and care to its clients, the home improvement company sets high standards for performance including a 90 percent or better "likely to recommend" benchmark.

“NEWPRO is thrilled to be recognized by both KOHLER as an outstanding partner and GuildQuality for our dedication to outstanding customer satisfaction,” said Marci Katz, chief marketing officer at NEWPRO.

“NEWPRO’s culture is rooted in the customer experience. This past year especially has challenged us to go above and beyond to meet the needs of homeowners and our family of employees. Our philosophical initiative, NEWPROcares, showcases our gratitude for the opportunity to serve New England homeowners, especially during these unprecedented times. These awards are a testament to our longevity in the industry and exemplifies NEWPRO’s commitment to a customer-centric focus.”

The award wins come on the heels of NEWPRO celebrating 75 years of dedication and success as a third-generation, family-owned and operated business and are further validation of the company’s commitment to philanthropy, customer service, and superior-quality home improvement throughout New England.

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