

“Client-First” Culture Earns Fentress Highest Award for Client Satisfaction



Photo: Chris Humphreys Photography, Inc.

*For Consistent Exemplary Service, Fentress is honored
as an Industry Leader with the Premier Award for Client Satisfaction*

DENVER, COLO. (September 29, 2011) – “*The Customer is Always Right.*” A motto usually reserved for the retail industry, Fentress Architects proves that even an international design studio can incorporate high client value into its company philosophy. In line with the expansion of the studio’s “Ambassador Program,” designed to nurture client delight at every phase of a project, Fentress is honored to receive the 2011 PSMJ Premier Award for Client Satisfaction.



Premier Award winners are selected by their own clients through a special annual survey. The average ranking Fentress earned in each category of the survey was “Exceeded Expectations,” and Fentress received the highest score of all firms in the “Most Helpful” category.

“We are honored to be acknowledged by our clients with the exclusive Premier Award for Client Satisfaction,” says Agatha Kessler, CEO of Fentress Architects. “This award is a direct testament to our team at Fentress. It is their commitment to our clients that allows us to excel. And, of course, behind every great building is a great client. We are especially grateful to each of them.”

Fentress’ Ambassador Program | While Fentress has always nurtured a “Client-First” culture, the firm is pleased at the growing success of the Ambassador Program, which strives to improve communication and collaboration between project team and client. Built upon the principle that architecture is a service industry, the program seeks client feedback at regular intervals throughout the design, documentation, construction and occupancy phases of projects.

Fentress Architects will formally receive the Premier Award at their PSMJ Breakthrough 2012 Conference on October 6-7, 2011.

“In our industry, client satisfaction should always be your #1 priority,” says Frank A. Stasiowski, FAIA, founder and CEO of PSMJ Resources. “The results these winning firms received clearly indicate a passion for client care and a commitment to excellent service delivery. This award proves that these firms are among the best in the industry at keeping their clients happy, and I applaud their commitment to understanding the importance of client satisfaction.”

Circle of Excellence | In addition to the exclusive Premier Award, Fentress will also be acknowledged at this conference with the 2011 Circle of Excellence distinction which recognizes the highest level of business achievement in the industry. Fentress Architects has been honored three years in a row, from 2009-2011.

About PSMJ Resources, Inc. Headquartered in Newton, MA, USA, PSMJ conducts more than 200 A/E/C educational seminars and conferences annually, supported by major professional societies, such as The American Institute of Architects (AIA) and The American Council of Engineering Companies (ACEC). PSMJ also offers more than 150 titles in book, audio, and video and publishes three newsletters on A/E/C firm management. (www.psmj.com)



[Fentress Architects](http://www.fentressarchitects.com) is an international design firm that passionately pursues the creation of sustainable and iconic architecture. Together with its clients, Fentress creates inspired design to improve the human environment. Founded by Curtis Fentress in 1980, the firm has designed US\$26 billion of architectural projects worldwide, visited by over 300 million people each year. Fentress is a dynamic learning organization, driven to grow its ability to design, innovate and exceed client expectations. The firm has been honored with more than 360 distinctions for design excellence and innovation, and in 2010, Curtis Fentress was honored by the American Institute of Architects with the most prestigious award for public architecture, the Thomas Jefferson Award. Fentress has studios in Denver, Colorado; Los Angeles, California; San Jose, California; Washington, D.C. and London, England. (www.fentressarchitects.com)

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