

Exceed Your Expectations

After admiring fine craftsmanship since childhood, two young carpenters met in college and decided to combine this passion with their business skills.

This was in 1978, and the fledgling business was Stephens & James. From the very beginning, quality was stressed, and as the company developed and widened its brief only the very best tradesmen were employed. Over two decades later, this innovative company is still dedicated to quality - hiring the most skillful personnel and utilising strong managerial leadership in order to retain its commitment to excellence. As a result, Stephens & James has been chosen to work upon some of London's most prestigious projects.

This pre-eminent position within the industry has been achieved thanks to Stephens & James being its own worst critic. Consequently, attention to detail and a commitment to the highest levels of workmanship and customer service have given the company a reputation that is hard to match. It is a philosophy founded on solid ground too, with Stephens & James directly employing 25 full-time skilled tradesmen, encompassing everything from joinery through to plumbing. And at a time when talented people are hard to come by, this gives its clients a peace of mind that is difficult to find nowadays.

A very personal service with all trades under one roof, Stephens & James has a diverse and extremely discerning client-base. Kensington & Chelsea Borough Council is just one example, as is English Heritage. The company also works with many of the country's leading architects. At the present time, for instance, Stephens & James is undertaking a job in Belgravia in association with Matthew Priestman Architects.

In addition, it has been carrying out work at the Inner and Middle Temple for several years; a project that clearly illustrates the company's ability to marry traditional craftsmanship with modern techniques. This type of restoration, of course, means that only a limited repertoire of repair materials and methods can be used. All great masters of construction, from the Romans to present times, understand this, and at Stephens & James they use this experience in order to reduce the future maintenance costs of a building, whilst eliminating unnecessary work in the years ahead by correcting, not covering up, potential future problems.

When you ring Stephens & James, though, you more often than not get one of the partners answer the phone! No music, no bored receptionist, no fake gloss: just immediate assistance with your query. That is customer service.

Little wonder then, that Stephens & James has appeared in the RIBA Journal on more than one occasion, underlining the high quality of its work and commitment to providing creative, practical solutions. It's not merely the standard of workmanship that makes doing business with Stephen & James a pleasure - it's the level of customer service, too. Now don't snigger. I know that in the UK customer service is something that is talked about constantly, but in reality hardly ever gets off the drawing board. Most companies think it's the height of sophistication to leave you hanging on the telephone for 10 minutes listening to Robbie Williams (something I would not choose to do in any event, and certainly not while I'm paying for the call). When you ring Stephens & James, though, you more often than not get one of the partners answer the phone! No music, no bored receptionist, no fake gloss: just immediate assistance with your query. That is customer service.

And this service can be found throughout the entire organisation, with the company's tradesmen taking a genuine pride in their work and how they carry it out. A recently completed job in Artisan Road, Notting Hill, is a good case-in-point, where such specialist skills as bespoke joinery and mosaic tiling were required.

Stephens & James not only had the talent and ability to do the job, but also possessed the level of customer service demanded by such blue-chip clients.

So if you need traditional craftsmanship in tandem a personal approach to business that you probably thought went out of fashion years ago, call Stephens & James on 01708 726043, and take the first step towards exceeding your expectations!