

I was most satisfied that everyone was so friendly, they did their job, and took care of any issues.

- Nancy & Bill Z.,  
Oak Creek

## Callen Completes Window Installation for Infinity® Windows and Doors Sweepstakes Winner

Callen recently completed the installation of eight windows for Holly Wehrhahn of Eagle, winner of the Infinity® from Marvin Replacement Windows "Built for Life" Sweepstakes.

Holly, the fourth person in the United States to win the \$10,000 grand prize offered by Infinity and the second from southeastern Wisconsin, had visited Callen's website last summer to get information on replacing her windows and entered the sweepstakes. "The form was easy to fill out. I was in total shock when I learned I had won," she said.

Holly worked with Mike Wood, CR, Callen Sales Manager, on selecting the products to be installed, which feature a slider above the kitchen sink, two double hung windows in front of the house, and five double hung windows in the three upstairs bedrooms. All new windows were installed as a full-frame replacement, which included new outside trim to match the home's exterior. "Going from a dark wood trim to a light trim gives the appearance of a larger window," Mike said

"The crew that came out was awesome," Holly said. "The installers were diligent and perfectionists, taking great care to make sure all the corners lined up. We were instructed on how to properly operate each window, and the windows are easy to clean. They cleaned up each day before leaving and were respectful of our home."

"We are so excited to have completed the window installation for a second Infinity® from Marvin Replacement Windows Sweepstakes winner. It was delightful working with Holly to spruce up her home," Mike said. "Not only will Holly receive enjoyment and comfort from her new windows now, she will experience a bigger impact next winter with the elimination of drafts, making her home warmer."

Infinity is Marvin Windows and Doors' premier line of fiberglass replacement windows and doors. Designed by the experts at Marvin and created specifically for the homeowner who wants low-maintenance, revolutionary performance, and traditional beauty, Infinity products are available through and installed by Callen to provide a high-quality, hassle-free experience.

Visit CallCallen.com and enter for your chance to win \$10,000 worth of Infinity from Marvin Replacement Windows installed by Callen.



(l-r) Wade Avinger, Callen project manager; Doug Johnson and Holly Wehrhahn, sweepstakes winners; Mike Wood, CR, Callen Sales Manager; and Christi Pryor, Callen Marketing Manager.

## Callen Recognized Among the Top Customer Service Leaders

Callen recently received a 2016 Guildmaster with Distinction Award for showing a continued commitment to service excellence.



GuildQuality, a third-party customer satisfaction surveying company based in Atlanta, has presented the Guildmaster Award since 2005 to celebrate service excellence among homebuilders, remodelers, and contractors. Callen was one of the more than 200 companies recognized by GuildQuality for delivering exceptional customer experiences.

GuildQuality reviewed thousands of survey responses submitted by customers of Guildmaster candidates. In determining the companies who were recognized with this honor, GuildQuality considers two primary metrics: the percentage of customers who would recommend the business and the percentage of customers who responded. Callen achieved a recommendation rate of greater than 90% from its customers who were surveyed through GuildQuality.

"We are proud to receive this award from GuildQuality, as it recognizes what each of our staff members strives for on a daily basis – outstanding customer service," said Phil Callen, owner. "A majority of the more than 14,000 customers we have worked with since 1986 have either done multiple projects with Callen and/or referred a family member or friend. Our commitment to a quality remodeling experience enables us to successfully meet our customer's expectations."

## 9th Annual Refashion for Life

Tickets are now available for the ninth annual "Refashion for Life," which will be held Wednesday, August 24, from 5:30 p.m. – 10:00 p.m. at Callen Construction's Muskego Showroom and company grounds, S63 W13131 Janesville Rd. The charity event benefits CommonGround Ministry/ Elena's House, with Callen serving as the event's presenting sponsor.



"Refashion for Life" features a fashion show combining the newest looks in early and late fall apparel with fashionable products for the home, including countertops, tile, cabinetry, windows, flooring, and hardware.

In addition to the runway show, there will also be a raffle as well as silent and voice auctions featuring entertainment and sporting tickets, boutique certificates, and more. Saz's Catering will provide small plate appetizers and desserts, with music by the Mr. Lucky Light Syndicate. There will also be a dance showcase in the showroom and on the runway stage by Fred Astaire Dance Studios professionals.

Tickets are \$40 and will go on sale in June at [www.refashionforlife.com](http://www.refashionforlife.com).

For more information, call 414-529-5509 or email [info@refashionforlife.com](mailto:info@refashionforlife.com).



## Callen Staffer Earns National Certification Designation



Doreen Schofield, a designer with Callen, achieved Certified Remodeler (CR) status from the National Association of the Remodeling Industry (NARI).

To achieve certification, Schofield, who has been with Callen for three years, underwent comprehensive review and testing, using a written exam specific to her role as a hands-on remodeling expert. The CR designation denotes a professional remodeler who provides a full range of residential and/or commercial remodeling services. These individuals must possess skill and knowledge in a broad range of business management and technical skill areas.

"Having another Callen employees achieve NARI certification keeps our company at a level of exclusivity," said Phil Callen. "This continues to demonstrate to our customers that the people working on their projects have the necessary knowledge regarding residential remodeling. Homeowners undertaking a remodeling project want to be assured that their project will be done correctly and that they are dealing with professionals who adhere to a Code of Ethics and Standards of Practice. Working with Callen and its staff gives them that assurance."

## Earn Cash with Your Referral

Would you like a little extra spending money? Would you like to win an iPad? At Callen, we're making it really easy for you to earn cash. Here's how it works:

- For every referral you provide that meets with a Callen representative for a home improvement or remodeling project, you will receive a \$50.00 Visa debit gift card.
- When the referral results in a purchase, you will receive an additional \$100.00 Visa debit gift card.
- As an added "thank you," you will be entered into a semi-annual prize drawing for a chance to win an iPad.

For complete program details, contact Christi Pryor at 414-529-5509 or [christi.pryor@CallCallen.com](mailto:christi.pryor@CallCallen.com).



**A NEWSLETTER FOR CALLEN CUSTOMERS.  
YOUR BUSINESS IS GREATLY APPRECIATED!**

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Attic Insulation  
Siding  
Overhang & Trim  
Storm Windows & Doors  
Gutters, Downspouts & Gutter Topper®

### EMAIL UPDATES AVAILABLE

Callen continues to offer updates via e-mail to customers. If you'd like to receive these periodic updates on events, new products, and home improvement tips, please visit the [callcallen.com](http://callcallen.com) homepage to sign up. Also, visit Callen on Facebook, Pinterest, Houzz, and follow Callen on Twitter!

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**THANK YOU TO ALL CUSTOMERS WHO HAVE DONE  
BUSINESS WITH CALLEN SINCE 1986!**

## Keep Current with the Callen Blog

Each week, a Callen associate posts a blog on an area of Callen's specialization in the home improvement and remodeling industry.

We encourage you to visit [CallCallen.com](http://CallCallen.com) and click on the Blog icon on the home page to not only see the newest blog, but review past blogs, as the content is divided by product category for ease in finding the topic you want to review.



## Callen Ambassadors Needed

Do you know a college student looking to make some extra money before returning to school? Are you retired, but still like to be active while earning some extra income?

We have been successful recruiting Callen customers and friends to serve as "Callen Ambassadors/Promoters," and we're seeking more enthusiastic individuals to assist us at area events.

These individuals work at various home improvement shows and events, including the Wisconsin State Fair, promoting the benefits of completing a home improvement and remodeling project with Callen.

*If you know of anyone that is friendly, energetic, and interested in a seasonal, part-time, paid position (including yourself), please contact Christi Pryor, Marketing Manager, at 414-529-5509 or [christi.pryor@CallCallen.com](mailto:christi.pryor@CallCallen.com).*

### Out & About - You'll find Callen at the following area events:

**31st Annual Cedarburg Strawberry Festival:**  
Saturday, June 25 – Sunday, June 26

**Wisconsin State Fair:**  
Thursday, August 4 – Sunday, August 14, State Fair Park Exposition Center

Stop by to see us to talk about how we can assist you with your next home improvement or remodeling project.