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SPRING 2009

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CONSTRUCTION RESULTS CORPORATION



NOW IN THE COMMERCIAL/INDUSTRIAL MARKET, CIVIL ENGINEER SIBLINGS ARE LAUDED FOR RAPID GROWTH

by Jerri Farris

Above: The Dunn Brothers Coffee at the Minneapolis Convention Center was a tenant build-out project.

IMAGINE POURING THE CONCRETE foundation for an electromagnetic roller coaster... in the middle of winter... in Minnesota. The tolerances are very tight, the conditions are difficult, and there's a lot riding on your ability to get it right.

These are challenges that Construction Results Corporation faced when it built the concrete foundations for a new, U-shaped roller coaster at Valley Fair, the

biggest amusement park in the Twin Cities area. According to Mark Snyder, president of Construction Results, the project was unique.

"The work was done in the middle of winter because the park is closed in winter," he says. "The caissons went all the way down to bedrock and there were very, very tight tolerances for the anchor bolts."

Construction Results crews built the building for the equipment and the area to load and unload the ride as well as the foundation for the roller coaster. They successfully completed the project over the course of three or four long, cold months.

Snyder prides his company on being able to solve problems and deliver results. He and his brother, John Snyder, the company's vice president, are civil engineers by education. "Solving problems," Mark says, "is what engineers do. We like to have creative ways to solve problems. Owners and clients generally like looking at things from a couple of different angles. Most people we work with appreciate that side of our company."

According to Mark, customer satisfaction is one of the keys to surviving the current downturn. "Repeat business is really important," he says. That's what we really try to accomplish. We try to earn their trust and earn their business, not

just for the project we're working on but for the future."

So far, the future has been pretty bright for Construction Results. Although the company incorporated on December 31, 1999, it has been in business since 2000, practically speaking. It started with two employees and now has 30. Revenue has grown from \$2.4 million in 2000 to \$10.5 million in 2007. It works under a variety of contract methods, including negotiated, cost-plus, lump-sum bid, and design-build. More than half of its revenue is from tenant finish projects. The company's client list includes retail, restaurant/food services, worship facilities, healthcare, and educational facilities as well as industrial and manufacturing businesses.

Construction Results' success has caught a fair amount of attention, and it has collected some impressive awards along the way. In 2003 and 2004, the *Minneapolis St. Paul Business*

Journal named it one of the 50 fastest-growing companies in the 11-county Twin City metropolitan area. In 2006, Diversitybusiness.com recognized it for a "Best Small Business" nationwide award. In September 2007, *Inc. Magazine* named Construction Results to its "Inc. 5,000," a list of the fastest-growing private companies in America.

The company's growth is fueled by a surprisingly simple marketing plan. "Word of mouth is our best marketing tool," Mark says. "We do a good job with each client, so they call us back when they have another job or if they know someone else who is starting a project."

In one recent example of this strategy, Construction Results performed a \$2.4 million project for St. Barnabas Lutheran Church in Plymouth, MN. Wayne Peterson, the pastor at St. Barnabas, was so pleased with the results that he strongly recommended them to The Prince of Peace Church in St. Louis



Construction Results Corporation removed 4 existing Suites at the H.H.H. Metrodome and renovated it into one large Suite, for Miller.

CONSTRUCTION RESULTS CORPORATION AT A GLANCE

LOCATION:
MINNEAPOLIS, MN

AREA OF SPECIALTY:
COMMERCIAL AND INDUSTRIAL
CONSTRUCTION

2007 ANNUAL SALES:
\$10.5 MILLION

EMPLOYEES:
30



Mark Snyder, president, believes that solving problems is a niche market. His goal is to earn clients' trust and business with creative solutions to their problems.

“I've found that if you try to go after just the projects that you think you can make a big profit on, the bottom line is all you're looking at.” *Mark Snyder, President*

Park, MN. Mark and his staff talked to the building committee. “It was very nice because they could walk through the other church because it was just a mile down the road,” he says. “They liked what they saw. Both jobs turned out very well. We had very good customer satisfaction on both those jobs.”

One of the other ways that Construction Results produces customer satisfaction is by self-performing most of its demolition, concrete, carpentry, and supervision. Mark believes that this helps the company control schedules, especially on complicated projects that require high levels of coordination. “On certain

projects, especially where work is continuing in the space, it's more beneficial to have our own people working on the project,” he says.

Although the majority of its work continues to be repeat business, Construction Results is bidding on more public projects these days. Even so, the emphasis remains on the work itself. “I've found that if you try to go after just the projects that you think you can make a big profit on, the bottom line is all you're looking at,” Mark says. “Then, when you're going through the project, other things get overlooked very quickly.” *ARQ*



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- Food Service
- Restaurant
- Worship Facilities
- Health Care
- Medical
- Industrial
- Manufacturing
- Special Projects



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BUSINESS
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