



# *Crane's Nest*

*designers and manufacturers of solid wood furniture*

**You Dream It! We Make It!**



# ***COMPANY PROFILE***

# ***2016 / 2017***

# **Crane's Nest**

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*Affordable Custom Carpenters, Cabinet Makers  
and Furniture Manufacturers*

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# ***Crane's Nest***

***Affordable Custom Carpenters, Cabinet Makers  
and Furniture Manufacturers***

## ***1. INTRODUCTION***

Crane's Nest is a family owned and managed affordable custom furniture, carpentry and cabinetry enterprise based in Newcastle. We specialize in designing and manufacturing solid wood products according to the specific requirements of our clients.

All our products are handmade, from our turnings to the final completion of the piece – we believe in a complete hand's on approach to making each item and nothing is automated. Our work is of the highest standard and each item is quality checked at regular intervals during the production process.

We have been of service to the following hospitality establishments based in Newcastle:

Avalon Guest Manor (5 star)  
Hilldrop B&B (4 star)  
Farmhouse Lodge (3 star)  
Majuba Lodge (3 star)  
Newcastle Country Lodge (3 star)  
Isakabuli B&B

We also have a running contract to supply all the solid wood furniture requirements with a local home and décor shop in Newcastle.

## ***2. QUALITY STANDARDS***

As a small, family run enterprise, we pride ourselves in being able to offer a hands-on service and we are more than capable of supplying all the necessary furniture, cabinets and relevant carpentry services as required by our clients.

Crane's Nest uses a phased approach in determining the best solution and service delivery for our clients.

### ***Phase 1: Initial Consultation***

During this phase our team in conjunction with our clients design team will determine the requirements in terms of furniture, cabinetry and all carpentry that will be required for any furnishing, renovation or upgrading.

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## ***Phase II: Solution Design***

Our team will work with the client to design a solution based on the needs of the client / company and to establish time frames for service delivery and expected dates of operation.

## ***Phase III: Implementation***

Once an agreement has been reached in terms of the client's requirements and we have received the go-ahead to proceed, we will dedicate our time and abilities to ensure that all products are delivered by the agreed upon dates.

## ***Phase IV: Management and Support***

Crane's Nest offers a 2 year guarantee on the craftsmanship of all of our furniture and cabinets, all concerns brought to our attention will be attended to within 24 working hours.

The benefits of choosing Crane's Nest for your furniture, cabinetry, and carpentry solution include:

- You will deal directly with the owners of the business and not with managers;
- We offer an owner hands-on service – the owner will always be available and will be onsite when work is being done on location;
- Hand-made exclusive furniture, cabinets and solid wood items of the highest quality made according to your specifications;
- You will only need to deal with one person in terms of all your carpentry requirements, from skirting's, dado rails, paneling to your furniture for your bedrooms, restaurant, conference room, bar to your kitchen cabinets – there is no middle man!

### ***3. EXECUTIVE SUMMARY***

Crane's Nest helps its clients achieve success by establishing goals and a comprehensive solution based on our clients' needs. Our goals reinforce the commitment we have to our clients:

- 1) Provide exclusive solid wood furniture and cabinets according to our clients specifications and requirements
- 2) Guarantee on-time delivery of all items as agreed
- 3) Guaranteed 24 working hour response and after sales service in the event that there should be any breakages or repairs that need to be done.

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## **4. CONTACT**

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Please feel free to contact us at any time if you have any questions or require additional information.

## *Crane's Nest*

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