



First General Services The Restoration Company

Flooded On Monday — Wedding on Saturday

The sprinkler system in Country Kitchen froze and burst, forcing flood water into the lobby of Ramada Inn and into the lower level banquet hall. It was one o'clock in the morning when Lonnie Freeman, V.P. of Operations of Kaul Enterprises, which manages the building, learned of the water loss. The banquet hall was described as a rainforest-like site with 4 to 5 inches of standing water on the floor and the ceiling collapsing from the weight of the water. Lonnie and a crew of 6 employees worked through the night trying to sop up the standing water before calling Rural Insurance to report the claim early Monday morning. The insurance company suggested to call First General Services The Restoration Company (FGS / TRC) for assistance with the water clean up and drying process. Johnny King, Project Coordinator of FGS / TRC, was there with a full team within a couple hours of receiving the call. First the team mopped up and extracted all standing water and then spent the rest of the day setting up the drying equipment including the Water Out whole house drying machine, 41 high output fans and 6 dehumidifiers.



Water Out at the Richland Center property



Drying equipment



Early Friday: ceiling tile installation



Late on Friday: preparing for the wedding



“I was happy to have First General Services The Restoration Company assist with the clean up at the Ramada Inn / Country Kitchen in Richland Center, they really know what they are doing and that helped keep the down-time of the businesses to a minimum.”

**Lonnie Freeman
V.P of Operations
Kaul Enterprises**

The 4700 square foot dining room was booked to have a wedding reception on Saturday. This meant that there was only a few days to completely dry the area, remove and replace the ceiling tiles and finish a detailed cleaning.

The majority of the building was dry and almost all equipment was removed on Friday. This allowed Country Kitchen to reopen just 4 days after the water loss. Some drying equipment was left running in a few hard to reach areas and closely monitored until totally dry. At this time, Johnny King of FGS / TRC coordinated the replacement of the ceiling tiles in the lower level banquet hall to be completed by the end of the day on Friday. It was a success!! They were able to use the dining room for the wedding on Saturday.

Over the next few weeks First General Services The Restoration Company worked on base trim, additional ceiling tiles and finishing

drywall repairs and painting. FGS / TRC also set up the cleaning of the televisions, telephones and kitchen accessories.

This indeed was another great example of what First General Services The Restoration Company can help you with in emergency situations!

Need Continuing Education Credits?

When? December 4th, 2007

What? Nature, Clients and Experts The Cycle and Circle of Loss & Recovery
9am to 12pm (3 credits)

Hard Truth About Ethics
1pm to 4pm (3 credits)

Where? Lower conference area of 2040 S. Park Street, Madison 53713

For More Information

If you have not received your invite, call our office (608) 258-2094
and ask for one to be faxed to you

Read what your customers say about First General Services The Restoration Company

"I believe Brian always worked in a professional manner, was very knowledgeable, helpful & accommodating. He always made time to answer my questions & truly tried to help me. Thanks!"

Paul

"Johnny was extremely helpful & thorough." *Alison*

"Many thanks to Denny who was thorough and patient in explaining everything and understanding my needs." *Cynthia*

"I would highly recommend First General. They did an excellent job in a very timely manner ~ even faster than estimated."

Glenn

"Excellent customer services by 1st General"

Danielle

"It was a very bad time for us—your people made it an easier time. Wonderful company to deal with. Thank you!" *June*



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