



**ROSBOROUGH  
PARTNERS, INC.**

SINCE 1991



*Transforming Landscapes...Transforming Lives*

# CULTIVATE

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January 22, 2024

## Phil's New Year Message



I hope this message finds you enjoying the reprieve from last week's arctic temperatures. Please allow me to add my Happy New Year greetings and thank you for your continued interest in and dedication to our teams. I am grateful to each and every one of you for allowing us to serve you.

As we look to 2024, I want to specifically thank and acknowledge those of you who provided us with some much needed and valued feedback on our Client Satisfaction Survey that we administered at the end of last season. We were so pleased to see an overall client satisfaction score above 80%. Additionally, your comments were extremely helpful and have formed the foundation of some of our

strategic objectives for the coming season.

Our Senior Leadership and Management teams have reviewed these survey results and input you have provided throughout the season. They confirm just how important communication and trust are to our ongoing relationships with you. And that you recognize how talented our teams are and how well they work together. As part of our strategic planning, we are making operational enhancements to improve our processes to provide you with an even higher level of service.

Over the last couple of seasons, we have been working through several system and overall operating upgrades which will help us serve you better and improve our overall ability to communicate with you more efficiently and effectively. We are excited about these advancements and look forward to increasing the positive impact in the coming season and beyond.

We will ask our Maintenance clients to participate in another Client Satisfaction Survey later this spring as part of our ongoing feedback process. We will ask our Construction clients for feedback on their landscape project upon completion. Watch your email for an invitation to provide your confidential feedback in the coming months. We are creating new opportunities for your input to enrich your client experience. Please continue to reach out to your Rosborough Partners contact(s) to share your feedback as well.

In a world where many industries are experiencing significant consolidation, including the Landscape industry, I am proud of the fact that we remain privately held and 100% dedicated to doing everything we can to provide the best possible experience for you...it's what keeps me going!

Blessings to you and your family in 2024!

Phil



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As we move further into the realm of digital marketing, you would be a blessing to us by providing us with a **GOOGLE REVIEW!!**

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[Google Review](#)



## Garden Steward Team

With regularly scheduled maintenance completed for the season, the Garden Steward team will be focused the following:

**Winter pruning (as weather permits)**

**Snow services (as contracted)**

## Plant Health Care

CLOSED UNTIL SPRING

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## Contact Information

Feel free to contact your Garden Steward directly with any questions or requests for service. Or contact our office 847/549-1361, Monday-Friday, 8:30am-5:00pm.

*NOTE: We continue to respect physical distancing protocols for staff and client safety until further notice.*

### Design Team

Joe Haubert: 847/514-8376 / [joseph@rosboroughpartners.com](mailto:joseph@rosboroughpartners.com)

Chris Durley: 847/774-2006 / [chris@rosboroughpartners.com](mailto:chris@rosboroughpartners.com)

Taylor Lininger: 847/417-0834 / [taylor@rosboroughpartners.com](mailto:taylor@rosboroughpartners.com)

Erika Plascencia: 847/343-7403 / [erika@rosboroughpartners.com](mailto:erika@rosboroughpartners.com)

Matt Johnson: 224/612-3319 / [matt@rosboroughpartners.com](mailto:matt@rosboroughpartners.com)

### Garden Steward Team

Jose Mercado: 847/417-0841 / [jose@rosboroughpartners.com](mailto:jose@rosboroughpartners.com)

Terri Thornton: 847/514-8455 / [terri@rosboroughpartners.com](mailto:terri@rosboroughpartners.com)

Gabe Mercado: 847/417-4350 / [gabe@rosboroughpartners.com](mailto:gabe@rosboroughpartners.com)

Bill Marty: 224/471-7904 / [wmarty@rosboroughpartners.com](mailto:wmarty@rosboroughpartners.com)

### Plant Health Care

Lucio Torres: 847/417-1618 / [lucio@rosboroughpartners.com](mailto:lucio@rosboroughpartners.com)

### Chief Steward Officer

Phil Rosborough: 847/417-0832 / [phil@rosboroughpartners.com](mailto:phil@rosboroughpartners.com)



Rosboroughpartners, Inc. | 342 N. 4th St., Suite 104, Libertyville, IL 60048

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