DESIGN, ENGINEERING, CONSTRUCTION

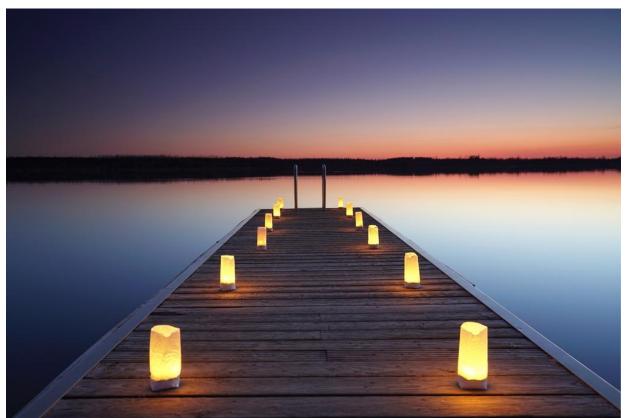
WATER SHAPES

Exploring the Art and Science of Water

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watershapes.com

Featuring



Remembering a Watershape Professional

Watershaper, Marine Veteran, Watershape University leader, and friend to many, Grant Smith passed away suddenly on November 15th. Among his many accomplishments, Smith contributed several feature articles to this publication. In this special *WaterShapes* edition we honor his memory with his own words about leadership, his most recent *WS* contribution, and one of his memorable past features.

His many exemplary works will surely live on!

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Patient Perfection

When you target the high-end custom pool market, you have to be prepared to work with clients who like to change things along the way, wrote Grant Smith in his final WS feature article. It can be a real challenge because it causes delays, re-engineering and sometimes removing work you've just installed. More than anything, you have to remain patient, constantly listening and explaining the ramifications of changing things to the client. It helps when you have a good rapport from the start.

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Stepping Into the Breach

Asked to work on a spa after a general contractor has started its construction using an illadvised approach, Grant Smith moved forward knowing there would be conflicts on site – but still confident that the clients had has back as worked to rescue the project.

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