



The Tile Industry's Expert Tile Installation Tips

What to Look for When Hiring a Quality Tile Installer

1. **Determine Skill Level** – Is the installer a Certified Tile Installer (CTI)? If not, look for at least two years of verifiable experience as the lead installer setting ceramic tile on a full-time basis. Experience as a helper, improver, grouter, finisher, etc., is not enough.
2. **Ask for References and Ask the Following 10 Questions:**
 - 1 How easy was it to communicate with the tile installer? How well did s/he listen to the homeowner or specifier?
 - 2 How pleased is the reference with the quality of the work done? Would the reference hire the tile installer again? Would the reference do anything differently?
 - 3 What were some of the details of the reference's installation project? Can you see the completed work – either in person or via photos?
 - 4 Did the tile installer show up on time during the project?
 - 5 How clean, neat and respectful of the home or job site was the installer?
 - 6 Was the project completed on schedule?
 - 7 Were final details taken care of in a timely manner?
 - 8 How were unexpected situations handled?
 - 9 Did the installer fulfill the terms of the contract?
 - 10 How professional, ethical and honest was the installer throughout the process?