



What makes you stand out from the competitions?

Kitchens Plus stands out because of our longevity and extensive experience. Our team of designers has nearly 150 years of combined expertise, allowing us to effectively transform our clients’ homes and craft stunning, unique projects. We also pride ourselves on our full-service cabinet shop, where we can customize manufactured cabinets and build custom cabinetry to meet our homeowners’ specific needs.

What brings customers back to your business?

We have a strong base of returning customers and referrals, along with ongoing partnerships with several local builders and contractors. Our combined years of industry experience enable us to work with clients on a variety of projects. They can expect honest pricing, a thorough design process, and trust us to deliver a seamless timeline with high-quality products.

What’s something your customers may not know about your business?

We offer more than just kitchen cabinets! Our selection includes cabinets for bathrooms, offices, closets, pantries, entertainment centers, wet bars, garages, and any other space where a cabinet might fit. We provide a wide variety of countertop materials available on the market, and we are appliance experts with several major brands of appliances on display. Additionally, we offer free design services, complete with color renderings and detailed specifications, ensuring a clear design process that improves communication and meets expectations.

What makes your business a good place to work?

Kitchens Plus promotes a team-oriented environment where collaboration is essential. When you work with a designer, you benefit from the combined expertise of the entire team. We also enjoy spending time together outside of work, attending local events like golf tournaments and concerts. Additionally, the owner celebrates each employee’s birthday with a special company lunch. At Kitchens Plus, we are more than just coworkers; we’re like family!

What do you enjoy most about having your business in this community?

Kitchens Plus actively participates in our local Home Builders Association by hosting events at our showroom and sponsoring the annual HBA golf tournament. We have built strong relationships with local contractors, designers, and businesses through our involvement in the community. The time we spend together at these events further strengthens our working connections. Additionally, we collaborate with the Billings Career Center by teaching students about kitchen design and working together on the Career Center House, where we provide cabinets, countertops, and appliances. We have even had interns from the Career Center come to work with us over the summer to gain valuable experience in the business.

What can customers expect when they walk through your doors?

At our showroom, customers are welcomed with a warm and friendly greeting the moment they walk through the door. We understand that starting a new project can be overwhelming, so we’re here to guide you through our smooth process. As the largest showroom in Billings, we proudly feature five beautiful complete kitchen displays, each showcasing a unique mix of styles with innovative storage solutions. We invite you to explore and find inspiration in our carefully curated displays, and our knowledgeable team is ready to answer any questions you might have along the way. Visit us today and let us help turn your kitchen dreams into reality!

What are you most proud of?

As a team, we are proud of how far the business has come. In 1989, Kitchens Plus grew from a one-man operation to a staff of 11 experienced professionals. We have the most experienced team and the largest showroom in Billings. This success results from our hardworking and dedicated staff, strong leadership, quality products, and many long-standing relationships with local builders, craftsmen, and businesses.

What’s your secret to good customer service?

The key to outstanding customer service is in four main areas: listening, building honest relationships, clear communication, and following through on commitments. At Kitchens Plus, we excel in all of these areas. Listening is vital for the creative process, and honesty is crucial when trusting someone with your most valuable space—your home. Clear communication is essential, whether we’re working on a remodel or new construction. Most importantly, our top goal is delivering a product that meets expectations. Because we focus on these values, our company enjoys a high rate of repeat customers and referrals.

Fun fact about your business?

Many times, when we visit homes, we recognize that the cabinets came from Kitchens Plus. Since our establishment in 1989, we have been one of the top cabinet providers in Billings. Our experienced designers often drive by, visit, or have friendships with clients who have Kitchens Plus kitchens. Our creative talents and craftsmanship are evident throughout the community.

How do you build trust with clients (or patients, customers)?

Building trust with our clients starts with actively listening to their needs. Once we understand their vision, we develop a comprehensive design package that includes renderings and detailed information to ensure clear communication. We also provide a fair and honest proposal. After setting expectations and creating a plan that meets our clients’ needs, we continue to build trust by delivering high-quality products and completing installations on time. As designers, we recognize the importance of our clients trusting us with their most valuable possession: their home.

