



Partner in Service

Sometimes partnerships just make sense. Like when third-generation family-owned business, Norbert Markway Construction, came across Immerse, a company born from a third generation, family-owned business.

Matt Markway, co-owner of award-winning luxury builder Norbert Markway Construction, selects vendors very carefully.

“They have to be in line with our company’s mission: to provide the highest quality product, while providing the best customer service.”

Immerse met these standards. After meeting with the team at their showroom, Markway says he was “blown away.”

“The space is gorgeous and it is extremely customer-oriented; they have working fixtures which is rare,” he said. “They offer hard-to-find, exclusive luxury brands but also the commercial brands you’d want to put in a kids’ bathroom.”

Markway shared that Immerse helps differentiate his company from competitors because he can confidently send clients to the Immerse showroom and know they will be completely taken care of—from education on options to budgeting and space planning conversations.

He remembers a time when their penchant for top-tier service was on display. “We had a client who wanted to match an antique fixture,” he said. “The team at Immerse helped her select an option but when it came in, they knew it wasn’t going to match. So they sent it back at no charge and selected a different one that matched perfectly for the client. Immerse goes that extra mile.”

Markway doesn’t select suppliers and vendors lightly—you simply can’t when you are steering a half-century old company in the St. Louis area.

“Our suppliers, vendors, and subcontractors are an extension of our team, our company, and our reputation,” he shared. “We are proud to have Immerse act as our partner and interact with our clients. Like us, they are knowledgeable and focused on delivering the best possible outcome.”

St. Louis’ Experiential Kitchen and Bathroom Gallery

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