

CROWN BUILDERS

Satisfaction Survey



Survey Completed

Contact:	Seth & Jennie Zamek	Neighborhood:	James Hardie Charlotte
Project Address:	4123 Fairway Downs Ct		
Project City:	Charlotte		
Project State:	NC		
Phone:	(704)719-1522		
Completion Date:	03/21/2013		
Survey Name:	James Hardie Survey Template		
Survey Type:	Shortly After Closing		
Survey Completed:	Thursday June 13th, 2013 12:29 PM EST		
Survey Completion Mode:	Phone		

		Strongly Disagree	←	→	Strongly Agree		
1.	Concern For Needs - The salesperson sought to understand my needs.	n/a	0	1	2	3	4
2.	Sales Solutions - The salesperson presented appropriate solutions for my project.	n/a	0	1	2	3	4
3.	Follow Up - The salesperson followed up with me in an appropriate and timely manner.	n/a	0	1	2	3	4
4.	Communication - The Crown Builders staff communicates with me effectively.	n/a	0	1	2	3	4
5.	Project Manager Professionalism - The Project Manager assigned to your project was professional and courteous.	n/a	0	1	2	3	4
6.	Professional & Organized - Crown Builders is organized and professional.	n/a	0	1	2	3	4
7.	Clean & Safe - The job site is kept clean and safe.	n/a	0	1	2	3	4
8.	Quality: Workmanship/Materials/Crew - I am satisfied with the quality of the workmanship, materials used and the construction crew.	n/a	0	1	2	3	4
9.	Value - I am receiving a fair value for my money.	n/a	0	1	2	3	4
10.	Likely To Recommend - I am likely to recommend Crown Builders to a friend.	n/a	0	1	2	3	4

11. **Use Comments** - May we use your name and the comments you've shared today within our newsletters or publications? n/a Yes

12. **Lead Source** - How did you hear about Crown Builders?

I don't remember how I heard about them.

13. **Area For Improvement** - In what area(s) do you think Crown Builders fell short of your expectations?

14. **Area Of Satisfaction** - In what area(s) were you most satisfied with your experience with Crown Builders and why?

They had a good crew, and they were timely.

15. **Current Referrals** - Do you know anyone who would be interested in receiving information about the services and products offered by Crown Builders?

I don't know anyone in particular at this time, but we added Crown Builders to our neighborhood list of go-to contractors.

16. **Recognize Excellence** - Is there anyone at Crown Builders you would like to recognize for their exceptional service?

Everybody was great. We are very satisfied.