

CROWN BUILDERS

Satisfaction Survey



Survey Completed

Contact:	Mary Caldwell	Neighborhood:	James Hardie Charlotte
Project Address:	4638 Bournewood Lane		
Project City:	Charlotte		
Project State:	NC		
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Completion Date:	03/27/2013		
Survey Name:	James Hardie Survey Template		
Survey Type:	Shortly After Closing		
Survey Completed:	Monday May 20th, 2013 5:41 PM EST		
Survey Completion Mode:	Email		

Strongly Disagree ← → Strongly Agree

- | | | | | | | | |
|-----|--|-----|---|---|---|---|------------------------------------|
| 1. | Concern For Needs - The salesperson sought to understand my needs. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |
| 2. | Sales Solutions - The salesperson presented appropriate solutions for my project. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |
| 3. | Follow Up - The salesperson followed up with me in an appropriate and timely manner. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |
| 4. | Communication - The Crown Builders staff communicates with me effectively. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |
| 5. | Project Manager Professionalism - The Project Manager assigned to your project was professional and courteous. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |
| 6. | Professional & Organized - Crown Builders is organized and professional. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |
| 7. | Clean & Safe - The job site is kept clean and safe. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 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 | <input checked="" type="radio"/> 4 |
| 9. | Value - I am receiving a fair value for my money. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |
| 10. | Likely To Recommend - I am likely to recommend Crown Builders to a friend. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |

I will most definitely recommend Crown Builders to everyone I know. In the past 22 years I have hired four different companies to: reside and paint. They can't compare with Crown in ANY way. I feel fortunate to have 'discovered' Crown and will use them on all other projects in the planning.

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

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

While searching online for James Hardie installers

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

I haven't found any yet.

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

In every area, due to their honesty, professionalism, efficiency, and helpfulness in areas of knowledge in which I needed guidance.

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

Not at the moment

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

Kevin Woods

Additional Comments

I also appreciated Tara for not only keeping me updated, but doing so in such a friendly pleasant manner.