

# CROWN BUILDERS

## Satisfaction Survey



### Survey Completed

<b>Contact:</b>	David & Susan Guzman	<b>Neighborhood:</b>	James Hardie Charlotte
<b>Project Address:</b>	13521 Harvest Point Drive		
<b>Project City:</b>	Huntersville		
<b>Project State:</b>	NC		
<b>Phone:</b>	(704)654-2079		
<b>Completion Date:</b>	04/17/2013		
<b>Survey Name:</b>	James Hardie Survey Template		
<b>Survey Type:</b>	Shortly After Closing		
<b>Survey Completed:</b>	Wednesday May 22nd, 2013 9:30 AM EST		
<b>Survey Completion Mode:</b>	Mail		

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

11. **Use Comments** - May we use your name and the comments you've shared today within our newsletters or publications? n/a  No

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

Home show

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

None

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

Everything!

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

no

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

Kevin, and the whole crew that made it happen!

**Additional Comments**

What a GREAT company! Talk about customer service! THE BEST!