

CROWN BUILDERS

Satisfaction Survey



Survey Completed

Contact:	Chris Karr	Neighborhood:	James Hardie Charlotte
Project Address:	8909 Golf Ridge Drive		
Project City:	Charlotte		
Project State:	NC		
Phone:	(704)849-9310		
Completion Date:	05/31/2013		
Survey Name:	James Hardie Survey Template		
Survey Type:	Shortly After Closing		
Survey Completed:	Thursday July 25th, 2013 6:50 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 | <input type="text" value="4"/> |
| 2. Sales Solutions - The salesperson presented appropriate solutions for my project. | n/a | 0 | 1 | 2 | 3 | <input type="text" value="4"/> |
| 3. Follow Up - The salesperson followed up with me in an appropriate and timely manner. | n/a | 0 | 1 | 2 | 3 | <input type="text" value="4"/> |
| 4. Communication - The Crown Builders staff communicates with me effectively. | n/a | 0 | 1 | 2 | 3 | <input type="text" value="4"/> |
| 5. Project Manager Professionalism - The Project Manager assigned to your project was professional and courteous. | n/a | 0 | 1 | 2 | 3 | <input type="text" value="4"/> |
| 6. Professional & Organized - Crown Builders is organized and professional. | n/a | 0 | 1 | 2 | 3 | <input type="text" value="4"/> |
| 7. Clean & Safe - The job site is kept clean and safe. | n/a | 0 | 1 | 2 | 3 | <input type="text" value="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 type="text" value="4"/> |
| 9. Value - I am receiving a fair value for my money. | n/a | 0 | 1 | 2 | 3 | <input type="text" value="4"/> |
| 10. Likely To Recommend - I am likely to recommend Crown Builders to a friend. | n/a | 0 | 1 | 2 | 3 | <input type="text" value="4"/> |
| | n/a | Yes | | <input type="text" value="No"/> | | |

11. **Use Comments** - May we use your name and the comments you've shared today within our newsletters or publications?
12. **Lead Source** - How did you hear about Crown Builders?

My wife and I went to a merchandise mart about a year ago and we found them there. We knew we wanted to get some work done. Kevin gave us a quote then, and we waited a year to contact him.

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?

I think they seem to take pride in what they do and making sure that the customer is happy.

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

I've told a few people already and gave them Kevin's number.

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

I think that Kevin and Tara have been great to work with.