

CROWN BUILDERS

Satisfaction Survey



Survey Completed

Contact:	JIM & PATTY KING	Neighborhood:	James Hardie Charlotte
Project Address:	81 HERITAGE DRIVE		
Project City:	CLOVER		
Project State:	SC		
Phone:	(704)941-7912		
Completion Date:	06/25/2013		
Survey Name:	James Hardie Survey Template		
Survey Type:	Shortly After Closing		
Survey Completed:	Wednesday August 14th, 2013 5:57 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 No

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

I heard about it from another person that dealt with them and said that they were a good honorable company.

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

We picked up a lot of nails that their crews missed.

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

I was most satisfied with the introduction with the builders and going through what we wanted to do with the Hardy plank. The owner was very knowledgeable and helpful. We did have one thing that we did not like and without any hesitation they made it right.

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

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

I think Darrel Pitman was the top guy I dealt with and he did a great job for me.

Additional Comments

I am very confident in passing their name on to people in our neighborhood and that is the most significant endorsement I could make.