

# CROWN BUILDERS

Satisfaction Survey



## Survey Completed

<b>Contact:</b>	Tom & Jane Klecker	<b>Neighborhood:</b>	James Hardie Charlotte
<b>Project Address:</b>	6717 Elmstone Dr		
<b>Project City:</b>	Charlotte		
<b>Project State:</b>	NC		
<b>Phone:</b>	(704)542-2887		
<b>Completion Date:</b>	03/21/2013		
<b>Survey Name:</b>	James Hardie Survey Template		
<b>Survey Type:</b>	Shortly After Closing		
<b>Survey Completed:</b>	Tuesday June 11th, 2013 5:37 PM EST		
<b>Survey Completion Mode:</b>	Phone		

Strongly Disagree ← → Strongly Agree

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

n/a  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?

I went to a trade show.

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 was most satisfied with the on site workers along with the on site manager.

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?

Frank was the contract leader and Mike Kirk did a great job for me.

**Additional Comments**

I think very highly about them. They exceeded every expectation I had. With the company that they dealt with in reference to James Hardie and Hardie Plank I think they could have done a better job supporting them on site.