

CROWN BUILDERS

Satisfaction Survey



Survey Completed

Contact:	Julian Mamro	Neighborhood:	James Hardie Charlotte
Project Address:	103 Vanesa Lane		
Project City:	Huntersville		
Project State:	NC		
Phone:	(980)406-8731		
Completion Date:	05/29/2013		
Survey Name:	James Hardie Survey Template		
Survey Type:	Shortly After Closing		
Survey Completed:	Tuesday July 30th, 2013 4:48 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	
	n/a	<input type="button" value="Yes"/>				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 heard about them through one of our neighbors, who had their house done by them.

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

I was satisfied with everything.

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

Everybody was great in the team. It was just great.

Additional Comments

They have very reliable service, unbelievable teamwork, and we are fully satisfied with the job they have done.