

# CROWN BUILDERS

## Satisfaction Survey



### Survey Completed. 100% of responses were >2.

<b>Contact:</b>	Mark Anderson	<b>Neighborhood:</b>	James Hardie
<b>Project Address:</b>	8919 Golf Ridge Dr		
<b>Project City:</b>	Charlotte		
<b>Project State:</b>	NC		
<b>Email:</b>	<a href="mailto:dwevns241@yahoo.com">dwevns241@yahoo.com</a>		
<b>Phone:</b>	(980)254-1131		
<b>Completion Date:</b>	02/01/2015		
<b>Survey Name:</b>	James Hardie Survey Template		
<b>Survey Type:</b>	Shortly After Closing		
<b>Survey Completed:</b>	Saturday February 28th, 2015 11:19 AM 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. **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 feel 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 Yes  No

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

I saw their advertisements on other job sites.

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 sales and getting everything I needed.

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 would like to recognize Daniel, the project manager, for exceptional service.