

CROWN BUILDERS

Satisfaction Survey



Survey Completed. 100% of responses were >2.

Contact:	Doug & Laura Caldwell	Neighborhood:	James Hardie
Project Address:	1217 Charter Place		
Project City:	Charlotte		
Project State:	NC		
Email:	dougcaldwell@bellsouth.net		
Phone:	(704)965-0281		
Completion Date:	01/15/2015		
Survey Name:	James Hardie Survey Template		
Survey Type:	Shortly After Closing		
Survey Completed:	Thursday March 5th, 2015 6:11 AM EST		
Survey Completion Mode:	Email		

			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 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?

Drive by the location.

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

Na

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

Fee free to use my comments that I left on your Facebook page.

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?

Kevin, Darrell, the site leader for the siding crew.