

# CROWN BUILDERS

Satisfaction Survey



**Survey Completed. 90% of responses were >2.**

<b>Contact:</b>	John Lord	<b>Neighborhood:</b>	James Hardie
<b>Project Address:</b>	1023 Jaywood Lane		
<b>Project City:</b>	Matthews		
<b>Project State:</b>	NC		
<b>Email:</b>	<a href="mailto:shtink1104@yahoo.com">shtink1104@yahoo.com</a>		
<b>Phone:</b>	(704)661-8935		
<b>Completion Date:</b>	11/20/2015		
<b>Survey Name:</b>	James Hardie Survey Template		
<b>Survey Type:</b>	Shortly After Closing		
<b>Survey Completed:</b>	Tuesday January 12th, 2016 1:26 AM EST		
<b>Survey Completion Mode:</b>	Email		

[Print Survey](#)

Strongly Disagree ← → Strongly Agree

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

Referred to Crown Builders by Hardie Board

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

All expectations were met in a timely manner despite weeks of rain and mud.

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

The siding looks great, however because of the foul weather we experienced during construction, there were issues with damaged landscaping and muddy impassable walkways. The crew reseeded where needed (as well as our neighbors!) and power washed the walkways. We were impressed that they went the extra mile to complete the job to our satisfaction.

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

not at this time

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

All involved were courteous and professional. We are very pleased.

GuildQuality's mission is to help building and real estate professionals improve the way they do business. We measure quality and customer satisfaction for companies that seek to deliver a consistently superior customer experience. [Email](#) us with questions or call: 888-355-9223.

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