

AMERICAN HOME SPECIALISTS

Satisfaction Survey



Survey Completed. 100% of responses were >2.

Contact: Edward Mullin Salesperson: Daniel Hunter

Strongly Disagree ← → Strongly Agree

- | | | | | | | | |
|----|---|-----|---|---|---|------------------------------------|------------------------------------|
| 1. | Sales Knowledge - Daniel Hunter was knowledgeable and helpful regarding my project. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |
| 2. | Professional & Organized - American Home Specialists is organized and professional. | n/a | 0 | 1 | 2 | <input checked="" type="radio"/> 3 | 4 |
| 3. | Communication - The American Home Specialists staff communicates with me effectively. | n/a | 0 | 1 | 2 | <input checked="" type="radio"/> 3 | 4 |
| 4. | Installation Crew - The American Home Specialists installation crew was organized and professional. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |
| 5. | Quality Of Materials - I am satisfied with the quality of materials used. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |
| 6. | Quality Of Workmanship - I am satisfied with the quality of the workmanship. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |
| 7. | Clean & Safe - The job site is kept clean and safe. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |

Everything was nice.

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|----|---|-----|---|---|---|---|------------------------------------|
| 8. | Work Done Right - My work was done right the first time. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |
| 9. | Problem Resolution - The American Home Specialists staff addresses and resolves problems effectively. | n/a | 0 | 1 | 2 | 3 | <input checked="" type="radio"/> 4 |

10. Schedule - American Home Specialists adhered to our agreed upon schedule. n/a 0 1 2 3 4
11. Value - I feel I am receiving a fair value for my money. n/a 0 1 2 3 4
12. Likely To Recommend - I am likely to recommend American Home Specialists to a friend. n/a 0 1 2 3 4

13. Area For Improvement - In what area(s) do you think American Home Specialists fell short of your expectations?

14. Area Of Satisfaction - In what area(s) were you most satisfied with your experience with American Home Specialists and why?

I was most satisfied with him explaining what they were going to do and then doing exactly that.

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

16. Recognize Excellence - Is there anyone at American Home Specialists you would like to recognize for their exceptional service?

I thought Daniel was very helpful.

17. Review - If you would like to provide a public review of your experience working with American Home Specialists, please briefly summarize your overall experience. Your review will appear on the American Home Specialists profile page at GuildQuality.com.

I had a problem with my roof that I didn't know about and Daniel exposed that problem to me. He got my insurance company and everyone together to get the job done.