

AMERICAN HOME SPECIALISTS

Satisfaction Survey



Survey Completed. 100% of responses were >2.

Contact: Greg Hendrix Salesperson: Earl Bainbridge

Strongly Disagree ← → Strongly Agree

- | | | | | | | |
|--|-----|---|---|---|---|---|
| 1. Sales Knowledge - Earl Bainbridge was knowledgeable and helpful regarding my project. | n/a | 0 | 1 | 2 | 3 | 4 |
| 2. Professional & Organized - American Home Specialists is organized and professional. | n/a | 0 | 1 | 2 | 3 | 4 |
| 3. Communication - The American Home Specialists staff communicates with me effectively. | n/a | 0 | 1 | 2 | 3 | 4 |
| 4. Installation Crew - The American Home Specialists installation crew was organized and professional. | n/a | 0 | 1 | 2 | 3 | 4 |
| 5. Quality Of Materials - I am satisfied with the quality of materials used. | n/a | 0 | 1 | 2 | 3 | 4 |
| 6. Quality Of Workmanship - I am satisfied with the quality of the workmanship. | 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. Work Done Right - My work was done right the first time. | n/a | 0 | 1 | 2 | 3 | 4 |
| 9. Problem Resolution - The American Home Specialists staff addresses and resolves problems effectively. | n/a | 0 | 1 | 2 | 3 | 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?

We had only issue that was with the cleaning of the siding. They said they would clean it for us but at the end it never got clean. I had to get someone else to do it.

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 the lady who did our accounts receivable. There was an issue with the balance and she helped resolve the issue into a win-win situation for us.

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?

The woman in accounts receivable who help with our issue had exceptional service.

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 was pleasantly surprised at the professionalism and great work provide by American Home Specialist. They provided great workmanship and quality service on time and on our agreed upon price. I would recommend them to all.