

# AMERICAN HOME SPECIALISTS

## Satisfaction Survey



Survey Completed. 100% of responses were >2.

Contact: Julio C. Moreno Salesperson: Daniel Hunter  
Survey Completion Mode:

		Strongly Disagree					Strongly Agree
1.	Sales Knowledge - Daniel Hunter 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?

I wasn't sure if I wanted to use a company to do the work at first because I wanted to do it myself. However, several of my friends recommended them to me. They said that if I used them it would be a much less painful experience.

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 when dealing with the person who came here the first time, Daniel. He introduced himself and everything about him was positive.

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

I do know someone who would be interested. He mentioned the other day that he wants to redo his roof. His name is Ruben Pelaez and his cellphone number is 301-792-9918.

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

I would like to recognize the salesman, Daniel, for his 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.

American Home Specialists is very professional and it was an enjoyable experience. They did a very good job with my project. Their customer service quality is the best.

#### Additional Comments

I had a very nice experience. The first time the salesman, Daniel, came here helped he me pursue the claim with the insurance company. Unfortunately Daniel was transferred to another state before the roof was installed. Everything went well. They did the installation in one day and everything was kept clean.