

AMERICAN HOME SPECIALISTS

Satisfaction Survey



Survey Completed. 100% of responses were >2.

Contact: Steve and Paula Hurley Salesperson: Scott Hoppe

		Strongly Disagree	←	→	Strongly Agree		
1.	Sales Knowledge - Scott Hoppe 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?

American Home Specialists met and exceeded my expectations.

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

I was satisfied with the entire job.

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?

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.

When I first contacted Scott, he was very flexible in scheduling a time for giving an estimate. The estimate was detailed and included the products which would be used and the timeline. When the job was completed, there were no "unexpected or hidden charges". We are complete satisfied with the job American Home Specialists did for us.