

# CUSTOMER SERVICE AUDIT

SUBDIVISION NEW CALIFORNIA WOODS ADDRESS 10605 LAGUNA CIRCLE  
DATE 12/20/2012 JOB # 1350 CLIENT NAME JAMES & ROSE SISKKA

Thank you for giving us the opportunity to work with you in the construction of your new home. We take pride in our work and are constantly striving to improve upon our high quality. Would you help us by taking a minute to answer the following questions? Please circle the number that best represents how you feel. Your comments are valuable and will help us to improve our delivery. If we can be of help in the future, please do not hesitate to call us.

**LOW DEGREE = 1 -- HIGH DEGREE = 10**

## A. DESIGN & CONTRACTING PROCESS:

1. Briefly describe why you chose P&D to be your Builders at the beginning of your experience? Comments: P & D SIGN WAS ON THE

LOT WE WERE INTERESTED IN  
PURCHASING.

2. Were we effective in presenting our company history & strengths and did this influence your decision to choose us as your builder?

Comments: \_\_\_\_\_

1 2 3 4 5 6 7 8 9 **10**

3. Level of listening and communication skills displayed in attending to your special needs and preferences. Comments: WE ARE SO HAPPY TO HAVE

HAD ED SNODGRASS WORK WITH US IN PLANNING OUR

HOUSE  
1 2 3 4 5 6 7 8 9 **10**

4. Effectiveness in conveying design and product options to you up front that aided in the final design and selections decided upon?

Comments: \_\_\_\_\_

1 2 3 4 5 6 7 8 9 **10**

5. Were we helpful in assisting you with staying within realistic pricing goals and expectations? Comments: \_\_\_\_\_

1 2 3 4 5 6 7 8 9 10

6. Level of satisfaction with the clarity and completeness of our construction documents from start to finish? Comments: \_\_\_\_\_

1 2 3 4 5 6 7 8 9 **10**

7. Were we responsive to your concerns, needs, phone calls, etc., before, during and after the construction process? Comments: DARIN HILT WAS ALWAYS

~~VERY~~ RESPONSIVE TO OUR NEEDS DURING  
CONSTRUCTION.

1 2 3 4 5 6 7 8 9 **10**

## B. PRE-CONSTRUCTION & ADMINISTRATIVE PROCESS:

1. Did you feel listened and attended to during our pre-construction meetings?

Comments: \_\_\_\_\_

1 2 3 4 5 6 7 8 9 **10**

2. Were you pleased with the level of our staff's knowledge in the pre-construction meetings? Comments: \_\_\_\_\_

1 2 3 4 5 6 7 8 9 **10**

3. How valuable was the construction guide (on our website) to your understanding of the building process? Comments: \_\_\_\_\_

1 2 3 4 5 6 (7) 8 9 10

4. Did you feel that the pre-construction meetings were a good use of your time? Comments: \_\_\_\_\_

1 2 3 4 5 6 7 8 9 (10)

5. How valuable was our interior decorator in assisting you with decisions and selections? Comments: MARIE WAS GOOD AT HELPING US AFTER ~~THE~~ CHANGES OUR SELECTIONS WHEN NEEDED

1 2 3 4 5 6 7 8 9 (10)

6. Were you pleased with our change request (C.R.) process, timeliness of pricing and monthly update reports? Comments: \_\_\_\_\_

1 2 3 4 5 6 7 8 9 (10)

**C. CONSTRUCTION PROCESS:**

1. Was our production staff responsive to your needs during construction?

Comments: BOTH DAVE CRUMB, AND ANDY BRYANT WERE VERY RESPONSIVE, AT ALL TIMES.

1 2 3 4 5 6 7 8 9 (10)

2. Did our production staff do everything they agreed to do?

Comments: \_\_\_\_\_

1 2 3 4 5 6 7 8 9 (10)

3. Were you satisfied with the quality of our work? Comments: ABSOLUTELY

1 2 3 4 5 6 7 8 9 (10)

4. Were our tradesmen and management team courteous? Comments: \_\_\_\_\_

1 2 3 4 5 6 7 8 9 (10)

5. Was the Project: 1. Started within projected timeframe?

1 2 3 4 5 6 7 8 9 (10)

2. Completed within projected timeframe?

1 2 3 4 5 6 7 8 9 (10)

3. Left clean and safe?

1 2 3 4 5 6 7 8 9 (10)

Comments: VERY CLEAN

6. Level of satisfaction with our suppliers (cabinets, flooring, plumbing, lighting, etc.)? Comments: \_\_\_\_\_

1 2 3 4 5 6 7 8 9 (10)

**D. OVERALL**

Level of overall confidence in our management team?

1 2 3 4 5 6 7 8 9 (10)

Level of overall satisfaction with your building experience?

1 2 3 4 5 6 7 8 9 10

Would you consider us for your next home and refer us to your friend?  Yes  No

Explain Why WE HEARD FROM MANY PEOPLE THAT PAD WAS THE BEST BUILDER IN THE COLUMBUS AREA - AFTER BUILDING, WE

May we use your name as a reference on future jobs?  Yes  No TOTALLY AGREE.

James & Rose Siska  
SIGNATURE

(419) 290-0900  
PHONE

12/20/2019  
DATE