

CUSTOMER SERVICE AUDIT

SUBDIVISION Pleasantview Farm ADDRESS 12240 Andrews Drive Plaincity
DATE 5/10/19 JOB # _____ CLIENT NAME John & Rose Coblenz

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: High praise from multiple friends of ours regarding their experience with P&D

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: Ed was fantastic start to finish. Huge shout out to Dave & Andy as well

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: You were always accessible.

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: Again, Ed was great. Had great ideas for us when we gave him our general wishes

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: Maria was a HUGE help.

Don't ever get rid of her! ~~now~~

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: Can't say enough about

Heather, Always organized, Always accessible for questions!

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: _____

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: _____

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: _____

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 You put your clients first. Very impressed with the integrity of P&D

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

[Signature]
SIGNATURE

740-506-4086
PHONE

5/10/19
DATE