

Kingston Custom Builders

GuildQuality provides highly customized performance reporting for quality-minded building professionals. We help builders improve the way they do business and enable the best of the best to distinguish themselves for their hard-earned history of superior customer service.

Report Type	Shortly After Closing
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100.0%	Recommendation Rate
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13 of 13 customers would recommend this company to a friend or family member. Nationally, an estimated 60% of customers would recommend their builder to a friend or family member.

81.8%	Easier Than Expected Rate
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9 of 11 of your previous customers indicated the overall experience was easier than expected.

73.7%	Response Rate
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14 of 19 of previous customers responded to the GuildQuality survey.

THE FOLLOWING RECENT CUSTOMER COMMENTS WERE SELECTED FOR INCLUSION IN THIS REPORT:














Our whole experience with them was just great. I'd recommend them to anyone.
--(General Comment)

The quality was outstanding.
--(Construction Quality)

They did an excellent job.
--(General Comment)

I found them to be extremely diligent and communicative. I could not of asked for a better team of contractors.
--(General Comment)

I've found that they are a joy to work with. I am very pleased, so much so that I have called them back for another job.
--(General Comment)

Percentage of customers indicating they were satisfied or extremely satisfied		
Expertise		100%
Professional & Organized		100%
Innovation		90.9%
Schedule		84.6%
Budget Post-Con		92.9%
Construction Quality		100%
Communication		100%
Problem Resolution		92.9%
Clean & Safe		100%
Employees & Subcontractors		100%
Value		92.3%
Trust Builder		100%
Punchlist		100%