



Normandy Builders Inc

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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94.6%	Recommendation Rate
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157 of 166 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.

61.7%	Easier Than Expected Rate
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100 of 162 of your previous customers indicated the overall experience was easier than expected.

64.3%	Response Rate
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169 of 263 of previous customers responded to the GuildQuality survey.

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

They've done an excellent job. Our appraiser even noted that it looked great.

-- William and Lynd Corley (General Comment)

Everyone was professional, Andy the project manager was top notch. His boss came out and looked, they kept everything clean, and it was a great experience that I would recommend to anybody who asked me. We've got millions of compliments on our kitchen that they did.

-- John & Sharon McIntosh (General Comment)

We are totally pleased with everything, it all worked out they way said it would. Whenever we called about anything, they called or came out in a couple of hours, they were great.

-- Craig & Sara Patterson (General Comment)

Please write down that Normandy Builders are off the charts excellent. We had absolutely no problems. Mark everything as "above and beyond", the highest marks you can give on every question, please.

-- Brian & Kim Neil (General Comment)

We were absolutely thrilled with the projects. I love Chris Ebert and Dan Halloway, and I think we got the

Percentage of customers indicating they were satisfied or extremely satisfied		
Sales Knowledge		91.8%
Expertise		95.3%
Professional & Organized		92.3%
Innovation		90%
Schedule		84.3%
Budget Post - Con		94.1%
Construction Quality		94.7%
Communication		84%
Problem Resolution		89.2%
Clean & Safe		91.1%
Employees & Subcontractors		96.4%
Value		95.2%
Trust Builder		96.4%
Punchlist		85.6%
Proj Manager Accessibility		89.2%
Proj Manager Recommend		84.4%
SALESPERSON RECOMMENDATION		91.1%

best possible designer and project manager. I've recommended Normandy to other people already. I would use Normandy Builders again, and I probably will.

-- Patrick & Rebecca McCloskey (General Comment)

Normandy builders did an absolutely fantastic job, and the kitchen turned out even better than I expected. It's a great company to work with, and I can't praise them enough!

-- Nancy Chojnowski (General Comment)

I thought they were absolutely professional and fabulous, I would automatically choose them again to do any project for me and I enthusiastically would recommend them to everyone.

-- John & Jeanne Pinner (General Comment)

I trust them and their quality is excellent! We've used them since 1981 and all the projects they have done have been done very well. They are very reputable.

-- James & Aliceanne Salzman (General Comment)

They did a great job and they did what they said they would do.

-- Dennis & Pam Bartolucci (General Comment)

They truly exceeded all of our expectations in regards to the quality of the work, the expertise and the availability of Ken and Troy. There have been two very small issues and the minute I contacted them they fixed it right away. I just can't say enough about how pleased we are with everything from start to finish.

-- Mike & Nicole Grasse (General Comment)

We went into this completely blind and unknowledgeable; and we became educated. We are very satisfied and surprised at how well they helped us through this process. They are true professionals!

-- Michael & Karen Querfurth (General Comment)

It was a wonderful experience. We are so pleased with everything.

-- Kenneth & Melissa Hoffman (General Comment)

They are excellent. I have already recommended them to others.

-- Jan Miller (General Comment)

We were satisfied with the overall process and we would definitely recommend them to someone else

-- Wayne & Karen Bester (General Comment)