## Customer Feedback Summary

Of 2,431 surveys sent, 1,180 were responded to



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### 11950 Missouri 350 Raytown , MO 64138 (816) 358-2102

#### **GUILDMEMBER SINCE 2014**

As a GuildQuality Guildmember, Bordner relies on our customer surveying to help them deliver an exceptional customer experience.

## Recent Reviews & Published Comments

REVIEW

Dave F. Blue Springs, MO Dec 05, 2023

#### REVIEW

Vincent C. Excelsior Springs, MO Nov 28, 2023 Profession installation and quality material. First class job for sure!

Bordner has the potential for quality workmanship and product, but they rush the end of the project and don't always deliver.



#### REVIEW

Jean D. Kansas City, MO Nov 11, 2023

### REVIEW

Jason W. Kansas City, MO Nov 02, 2023

#### REVIEW

Stuart T. Independence, MO Oct 11, 2023

#### REVIEW

John N. Kansas City, MO Sep 28, 2023

#### REVIEW

Rick L. Lenexa, KS Jul 12, 2023

#### REVIEW

Julie W. Raytown, MO Jun 07, 2023 The craftsmen worked well as an efficient team, a family of a father (with Bordner for 28 years), his sons and nephews.

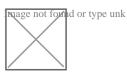
They did a great job and I am happy.

Absolutely First Rate in every respect. Fantastic!!!

beautiful roof color and wonderful workers.

One of the things I give them a lot of credit for, and this is a second time I have used them, is that I have a koi pond, and they took extreme measures to keep it safe, and I greatly appreciate that. It is quite a large size pond and comes next to the house. They had to use ladders, plywood, tarps, and scaffolding, and that was awesome.

We have been over the top pleased with this company and their value system. They have been wonderful people to work with . Very genuine. I love how respectful they are and caring. I don't have any negatives so far that I've experienced.



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#### REVIEW

Shirley H. Excelsior Springs, MO May 11, 2023

#### REVIEW

Judy M. Dawsonville, GA Apr 28, 2023

#### REVIEW

Thurman J. Kansas City, MO Apr 26, 2023

#### REVIEW

Bill H. Overland Park, KS Jan 19, 2023

#### REVIEW

David C. Overland Park, KS Nov 30, 2022

#### REVIEW

Kirby M. Parkville, MO Nov 30, 2022 From beginning to end everyone we had contact withWe're very knowledgeable and professional.If you have a project you need done, call Boardner you won't be disappointed

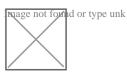
I was very happy with the service that was provided. The crew was on time and professional.

The number one thing is communication with the customers, just like writing down the subject that's being fix, and then before leaving, go over the project that was discussed. That way the work will be done the first time instead of waiting for another week to finish up the project.

Excellent company, excellent work and finished without any challenges.

Bordner is a great company to work with. We would definitely use them again. They took the time to make sure I understood what they were doing and when they were going to do it.

Bordner was easy to work with on all fronts, met all of their timeline commitments, did what they said they would do, and addressed any concerns/feedback/punchlist items promptly and professionally. In comparison with past "major house project" experiences, this is one of the smoothest we have completed, which is why I am comfortable recommending Bordner for future projects.



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#### REVIEW

Lauren P. Hoschton, GA Nov 14, 2022

#### REVIEW

Gavin B. Duluth, GA Nov 08, 2022

### REVIEW

William S. Bates City, MO Oct 31, 2022

#### REVIEW

James P. Kansas City, MO Oct 12, 2022

#### REVIEW

Bruce P. Atlanta, GA Sep 20, 2022

#### REVIEW

Charles H. Kansas City, MO Sep 05, 2022 I worked with Jackson from Bordner. He is extremely prompt, professional, and made the whole process very easy for us. We would definitely recommend and use Bordner again. Jackson has done a lot of work for my clients also. He has been awesome.

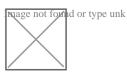
Fantastic quality of work and unbeatable communication through every step of the job's process. We will absolutely be using Bordner again for future home projects.

The Bordner staff and crew did an outstanding job. They showed up early on the day scheduled and stayed late working, not wasting any time throughout the process. They did exactly what they said they would do and answered my questions in a friendly and professional manner.

Make sure they know what you.... want and check any and all papers before signing

Jackso, the sales representative, was great to work with.

The Bordner service experience is polished. Sales conversations are informative. Materials and workers show up on time. Everyone is pleasant, skilled and hard-working. At least, that was my experience. I love my new windows and siding.



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#### REVIEW

Elizabeth V. Kansas City, MO Sep 01, 2022

### REVIEW

Bernard T. Sunrise Beach, MO Aug 30, 2022

### REVIEW

Laura M. Grain Valley, MO Aug 25, 2022

#### REVIEW

Gloria H. Shawnee, KS Aug 25, 2022

#### REVIEW

Saber P. Olathe, KS Jul 11, 2022

#### REVIEW

Stephanie M. Suwanee, GA Jun 13, 2022

#### REVIEW

Charles R. Independence, MO May 10, 2022 I picked Bordner because of positive ratings and reviews. My experience was consistent with what I read.

I think they are a very professional company.

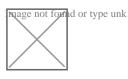
Everyone was wonderful. There were no tarps to protect the outside of the house.

It was a flawless operation, with everything going according to plan. It went above and beyond my expectations.

Jacob was awesome.

Everything was fantastic.

All the folks we dealt with at Bordner were friendly and efficient. The sales person explained our options for materials and didn't pressure us to select anyone product. The work crew arrived on time, worked quickly and cleaned up after themselves each day. No trash in yard. at the end of each workday.



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REVIEW

MARK L. NULL, KS Feb 28, 2022

#### REVIEW

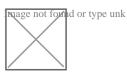
Bruce D. NULL, KS Feb 28, 2022

#### REVIEW

Belinda P. Belton, MO Feb 24, 2022 Take pictures prior to work being done

Long time customer, multiple projects & Bordner has always followed through to correct product / material failure issues & warranty repairs. No construction project is without unanticipated issues & Bordner has always provided management, skilled trades & financial support to "make it right".

Overall, I am really pleased with the transformation of my house and what the project did. It looks like a new house. I am really pleased with the final product. I called Brian one night and he actually answered my call. I was expecting to leave a message. They were always really good about taking my calls and getting right back to me. Most companies don't do that.



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