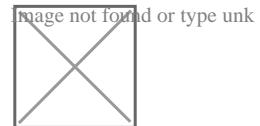


FEEDBACK REPORT for
Great Lakes Company



Customer Feedback Summary

Of 324 surveys sent, 206 were responded to



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#100
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(952) 891-3400

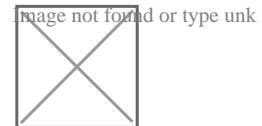
GUILDMEMBER SINCE 2014

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

Recent Reviews & Published Comments

COMMENT	They are one of the best companies I've ever used.
Additional Comment	
May 19, 2015	
COMMENT	No area was not completed to our satisfaction. Gary is very thorough, sensitive to our questions and needs, personable and very knowledgeable.
Additional Comment	
May 18, 2015	
COMMENT	We loved the door they put in. The quality was great that is why we chose them. We knew they were a good company.
Additional Comment	
May 15, 2015	
COMMENT	I didn't expect them to get done in one day. They were efficient, worked together, were excellent and super friendly.
Additional Comment	
May 14, 2015	
COMMENT	Joe treated me with respect and listened to my concerns and even gave me good advice.
Additional Comment	
Apr 23, 2015	
COMMENT	The installers were just terrific. Professional, efficient, friendly, explained everything thoroughly, etc.
Additional Comment	
Apr 15, 2015	

FEEDBACK REPORT for
Great Lakes Company



COMMENT

Additional Comment
Oct 07, 2014

The windows are really nice.

COMMENT

Additional Comment
Oct 06, 2014

Good quality window

COMMENT

Additional Comment
Jun 29, 2014

The windows were exactly what we were looking for.
We love how they look and operate!

COMMENT

Additional Comment
Jun 13, 2014

Brandon was very professional and friendly. He did a
great job.

COMMENT

Additional Comment
Jun 07, 2014

We are already utilizing the bedroom for a visitor and
he like we were impressed that it is a finished product
with very minimal effort on our part. He appreciated
the quietness! We have been having a very wet
Spring, but the whole basement seems to be very
comfortable (No little thanks to a faithful & fully
functioning sump-pump.).

COMMENT

Additional Comment
May 15, 2014

All of the staff that I worked with were friendly,
knowledgeable, and provided excellent service. The
lead installer for my job answered all my questions as
he was working, fixed door framing issues with my
patio doors, and cut & put in one window stop so that
I wouldn't have 3 different pieces of window stops. I
am very pleased that he went to that extra effort and
used some spare Oak wood that he had from previous
job as leaving the existing ones would have detracted
from the windows' appearance (i.e., there was original
Oak window stop, another one in Pine from when the
association replaced the windows 15 years ago with
Alside, and then he would have had to put in another
one).

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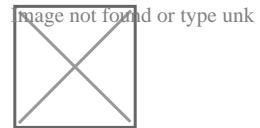
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FEEDBACK REPORT for
Great Lakes Company



COMMENT

Additional Comment
May 08, 2014

I'm very satisfied with the project. I think the product is great for the price we paid for it.

COMMENT

Additional Comment
Mar 25, 2014

I would like to recognize the installer he did a great job.

COMMENT

Additional Comment
Mar 20, 2014

We were very pleased with the installer(s)

COMMENT

Additional Comment
Mar 20, 2014

We have had a good overall experience with the company. In particular, we felt the installer(s) did a very good job.

COMMENT

Additional Comment
Mar 19, 2014

I was most satisfied with the installation. The crew came in, were quick and did a good job.

COMMENT

Additional Comment
Mar 19, 2014

I am not use to being that pleased with any company's work. I have recommend the company's services and products to many people.

COMMENT

Additional Comment
Mar 19, 2014

The person who came and did the initial presentation as well as the two installers.

COMMENT

Additional Comment
Mar 19, 2014

They really didn't fall short in any areas. I complain more than most of my friends because of the quality of work now a days but this whole project was excellent. The quality of work and service is something that I have not seen out of a company in years.

COMMENT

Additional Comment
Mar 19, 2014

I was most satisfied with the first presentation, it was very professional. The salesman did an excellent job showing the product. The installers were very hard workers and totally cleaned up every night before leaving the sight. I was totally pleased.

COMMENT

Additional Comment
Mar 18, 2014

I was most satisfied with the installation. The guys that were here were great, very friendly, clean and much appreciated.

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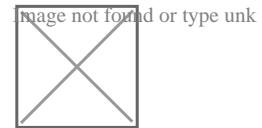
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FEEDBACK REPORT for

Great Lakes Company



COMMENT

Additional Comment
Mar 18, 2014

Overall I am very satisfied we like the windows they make quite a difference.

COMMENT

Additional Comment
Mar 18, 2014

Yes, the two window installers. It was only about 15 degrees and it didn't bother them a bit. Great professionalism by both guys.

COMMENT

Additional Comment
Mar 18, 2014

Window order and installation were perfect. Seem to be great windows. Insulated siding has kept the house warmer and more importantly, much quieter!

COMMENT

Additional Comment
Jan 31, 2014

I did not have any problems.

COMMENT

Additional Comment
Jan 31, 2014

I would like to recognize the main installer, he seemed to know exactly what he was doing. I would also like to recognize the initial salesman. They were both very knowledgeable.

COMMENT

Additional Comment
Jan 31, 2014

I was most satisfied with the installation itself and the quality.

COMMENT

Additional Comment
Jan 23, 2014

I love the doors, I was very satisfied with them.

COMMENT

Additional Comment
Jan 06, 2014

I have been most satisfied with everyone. I appreciate all the work everyone has done so far.

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