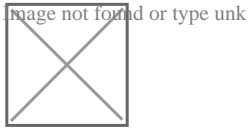
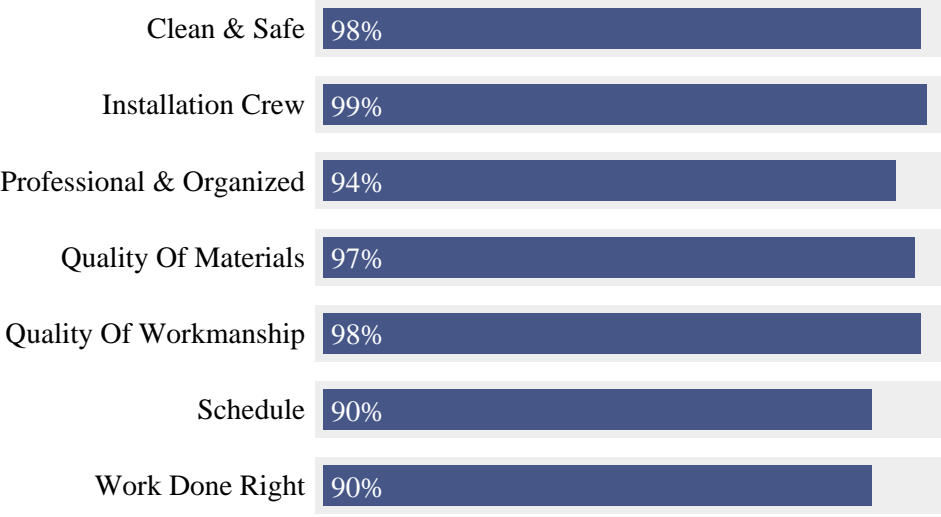


Great Lakes Company



Customer Feedback Summary

Of 324 surveys sent, 206 were responded to



14690 Galaxie Avenue
#100
Apple Valley , MN 55124
(952) 891-3400

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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
Additional Comment
May 19, 2015

They are one of the best companies I've ever used.
- COMMENT
Additional Comment
May 18, 2015

No area was not completed to our satisfaction. Gary is very thorough, sensitive to our questions and needs, personable and very knowledgeable.
- COMMENT
Additional Comment
May 15, 2015

We loved the door they put in. The quality was great that is why we chose them. We knew they were a good company.
- COMMENT
Additional Comment
May 14, 2015

I didn't expect them to get done in one day. They were efficient, worked together, were excellent and super friendly.
- COMMENT
Additional Comment
Apr 23, 2015

Joe treated me with respect and listened to my concerns and even gave me good advice.
- COMMENT
Additional Comment
Apr 14, 2015

The installers were just terrific. Professional, efficient, friendly, explained everything thoroughly, etc.



FEEDBACK REPORT *for* Great Lakes Company

COMMENT
Additional Comment
Oct 07, 2014

The windows are really nice.

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COMMENT
Additional Comment
Oct 06, 2014

Good quality window

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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).



FEEDBACK REPORT *for* Great Lakes Company

COMMENT
Additional Comment
May 07, 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 24, 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 18, 2014
I was most satisfied with the installation. The crew came in, were quick and did a good job.

COMMENT
Additional Comment
Mar 18, 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 18, 2014
The person who came and did the initial presentation as well as the two installers.

COMMENT
Additional Comment
Mar 18, 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 18, 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.

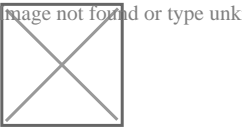
COMMENT
Additional Comment
Mar 18, 2014
I was most satisfied with the installation. The guys that were here were great, very friendly, clean and much appreciated.

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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 30, 2014
I did not have any problems.

COMMENT
Additional Comment
Jan 30, 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 30, 2014
I was most satisfied with the installation itself and the quality.

COMMENT
Additional Comment
Jan 22, 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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