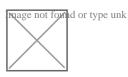
# Customer Feedback Summary

Of 115 surveys sent, 57 were responded to





7501 NW 7th Street Miami , FL 33126 (305) 266-1011 www.istuetaroofing.com

## **GUILDMEMBER SINCE 2016**

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

We have surveyed customers on behalf of Istueta Roofing in Miami, FL; Coral Gables, FL; Miami Beach, FL; Pinecrest, FL; Miami Springs, FL; Surfside, FL; Miami Lakes, FL; Coconut Grove, FL; Key Biscayne, FL; Miami, Beach, FL; and 6 other cities in Florida and Nebraska.

# Recent Reviews & Published Comments

REVIEW

Ray F. Coral Gables, FL Jul 27, 2016 After years of procrastination I finally got around to fixing my roof. The workmanship was outstanding. The carpentry the roof repair every step of the utmost quality. Schedule was kept too. No surprises. I would definitely recommend this company to anyone who needs a roof repair. The estimate was fair and reasonable the work was amazing.

### COMMENT

Additional Comment Feb 26, 2016 I'd like to recognize Omar Santana and the installation crew.



COMMENT

Additional Comment Feb 26, 2016

#### COMMENT

Additional Comment Feb 16, 2016

COMMENT

Additional Comment Feb 16, 2016

COMMENT

Additional Comment Feb 15, 2016

COMMENT

Additional Comment Feb 15, 2016

### REVIEW

Albert A. Miami, FL Feb 15, 2016

### REVIEW

Lynn C. Miami, FL Feb 15, 2016

COMMENT

Additional Comment Feb 09, 2016

### COMMENT

Additional Comment Jan 23, 2010

### COMMENT

Additional Comment Jan 13, 2010 it was minor. All managment and workers meet if not exceded my expectatuion.

There was a little miscommunication at one point, but

I was most satisfied with the end product.

I was most satisfied with Istueta Roofing's

professionalism. Omar Santana arrived on time,

explained things well, and told me what to expect.

Omar

The salespersons attention to detail and promptness.

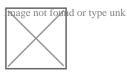
I called for an appointment, they returned my call and came out in a timely manner for the estimate. I had an issue with the work so I called and they came out the next day and got it fixed. Highly recommend to family and friends who want to use Istueta Roofing.

They were good and professional.

## They were nice people.

I was most satisfied with the sales presentation and estimate process. It was very good and very well explained.

Overall everything went very well.



7501 NW 7th Street Miami , FL 33126 (305) 266-1011 www.istuetaroofing.com

### **GUILDMEMBER SINCE 2016**

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

We have surveyed customers on behalf of Istueta Roofing in Miami, FL; Coral Gables, FL; Miami Beach, FL; Pinecrest, FL; Miami Springs, FL; Surfside, FL; Miami Lakes, FL; Coconut Grove, FL; Key Biscayne, FL; Miami, Beach, FL; and 6 other cities in Florida and Nebraska.





COMMENT

Additional Comment Jan 12, 2010

Additional Comment Dec 17, 2009

COMMENT Additional Comment Dec 17, 2009

COMMENT Additional Comment Dec 17, 2009

COMMENT Additional Comment

Dec 02, 2009

Additional Comment Nov 13, 2009

COMMENT Additional Comment Nov 13, 2009

COMMENT

Additional Comment Nov 12, 2009

COMMENT Additional Comment Nov 12, 2009

COMMENT

Additional Comment Nov 12, 2009

COMMENT

Additional Comment Nov 06, 2009

## COMMENT

Additional Comment Oct 27, 2009 They were doing work in the neighborhood.

They were overall very good to work with!

Nowhere

They were good

They got the job done.

I would recommend Istueta Roofing to anyone that I have the opportunity to. I am very pleased.

Very efficient and courteous.

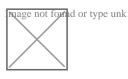
No. Everything is good.

Everything.

Quality.

They were easy to contact via the phone. If I couldn't get in touch with them immediately they called back very quickly.

Excellent service from start to finish.



7501 NW 7th Street Miami , FL 33126 (305) 266-1011 www.istuetaroofing.com

## **GUILDMEMBER SINCE 2016**

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

We have surveyed customers on behalf of Istueta Roofing in Miami, FL; Coral Gables, FL; Miami Beach, FL; Pinecrest, FL; Miami Springs, FL; Surfside, FL; Miami Lakes, FL; Coconut Grove, FL; Key Biscayne, FL; Miami, Beach, FL; and 6 other cities in Florida and Nebraska.

Page 3 of 4



#### COMMENT

Additional Comment Oct 16, 2009

#### COMMENT

Additional Comment Oct 13, 2009

#### COMMENT

Additional Comment Oct 13, 2009

COMMENT

### Additional Comment Oct 05, 2009

#### COMMENT

Additional Comment Sep 23, 2009

#### COMMENT

Additional Comment Sep 18, 2009 The salesperson was very knowledgeable and professional. Overall, everything was excellent.

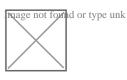
Workmanship was very clean and very good. When people pay their final balance, they should prepare for the client a notice of termination signed by them.

Our entire family uses Istueta for roofing needs because of their quality and service.

They were recommended to me.

The overall process went smoothly. They did an outstanding job.

recommendation of a friend



7501 NW 7th Street Miami , FL 33126 (305) 266-1011 www.istuetaroofing.com

### **GUILDMEMBER SINCE 2016**

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

We have surveyed customers on behalf of Istueta Roofing in Miami, FL; Coral Gables, FL; Miami Beach, FL; Pinecrest, FL; Miami Springs, FL; Surfside, FL; Miami Lakes, FL; Coconut Grove, FL; Key Biscayne, FL; Miami, Beach, FL; and 6 other cities in Florida and Nebraska.

