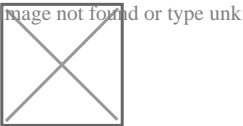
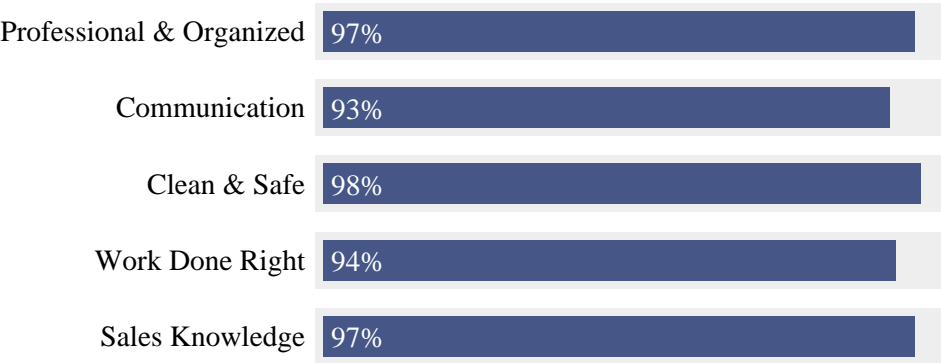


CUSTOMER FEEDBACK REPORT *for*  
**J&M Keystone, Inc.**



## Customer Feedback Summary

*Of 1,318 customers surveyed, 511 responded*



## Recent Reviews & Published Comments

REVIEW

Cody J.  
San Diego, CA  
Mar 06, 2024



Professional company that will exceed your expectations - will hire again

COMMENT

Additional Comment  
Mar 06, 2024

The timeline of my repairs was done as quickly as possible with minimal error - continued feedback from the company was also provided.

REVIEW

Rakesh S.  
SAN DIEGO, CA  
Jan 31, 2024



The quality of the work was wonderful.

REVIEW

Daniel .  
San Diego, CA  
Jan 03, 2024



Very good quality work

COMMENT

Additional Comment  
Dec 28, 2023

Raymond, Marcus, and Mike B were absolutely wonderful to interact with. They addressed all of my worries and questions. They also left my walls looking great!

2709 Via Orange Avenue  
Ste A  
Spring Valley , CA 91978  
(619) 466-9876

**GUILDMEMBER SINCE 2020**

As a GuildQuality Guildmember, J&M Keystone, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of J&M Keystone, Inc. in San Diego, CA; Chula Vista, CA; El Cajon, CA; Oceanside, CA; Spring Valley, CA; Escondido, CA; Carlsbad, CA; La Mesa, CA; Poway, CA; Santee, CA; and 67 other cities in California, Washington, New Jersey, Arizona, Florida, and 7 other states.

## CUSTOMER FEEDBACK REPORT *for* J&M Keystone, Inc.



### REVIEW

Karina H.  
Lakeside, CA  
Dec 28, 2023



Absolutely wonderful from start to finish. I had a leak in my guest bathroom which seeped into multiple rooms. JnM did a wonderful job in repairing everything impacted. The staff was professional, helpful and resourceful.

2709 Via Orange Avenue  
Ste A  
Spring Valley , CA 91978  
(619) 466-9876

### REVIEW

Joan G.  
Oceanside, CA  
Dec 27, 2023



My dealings were mostly with Patrick Bustamante. He was very friendly, accommodating and professional.

### GUILDMEMBER SINCE 2020

As a GuildQuality Guildmember, J&M Keystone, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

### COMMENT

Additional Comment  
Nov 27, 2023

I think Brittany was good and would like to recognize her.

### COMMENT

Additional Comment  
Nov 27, 2023

I was most satisfied with my experience, as they did a nice job with the floors.

### REVIEW

Pamela S.  
San Diego , CA  
Nov 22, 2023



Couldn't have asked for a better, more professional and courteous team.

We have surveyed customers on behalf of J&M Keystone, Inc. in San Diego, CA; Chula Vista, CA; El Cajon, CA; Oceanside, CA; Spring Valley, CA; Escondido, CA; Carlsbad, CA; La Mesa, CA; Poway, CA; Santee, CA; and 67 other cities in California, Washington, New Jersey, Arizona, Florida, and 7 other states.

### COMMENT

Additional Comment  
Oct 30, 2023

I would like to recognize Michael and Brittany for their exceptional service.

### COMMENT

Additional Comment  
Oct 30, 2023

J&M Keystone, Inc. did not fall short of my expectations.

### COMMENT

Additional Comment  
Oct 30, 2023

J&M Keystone, Inc. exceeded my expectations in terms of going above and beyond, quality products, and communication.

### REVIEW

Fida Z.  
Santee, CA  
Oct 30, 2023



J&M Keystone, Inc. was very professional and quickly responsive.

## CUSTOMER FEEDBACK REPORT *for* J&M Keystone, Inc.



### COMMENT

Additional Comment  
Oct 28, 2023

I am glad that it is done, and we appreciate the effort your Team made to complete the project.

### COMMENT

Additional Comment  
Oct 28, 2023

Brittany was especially helpful in keeping us informed.

### COMMENT

Additional Comment  
Oct 17, 2023

I would like to recognize Michael.

### COMMENT

Additional Comment  
Oct 17, 2023

I was most satisfied with the timeliness and responsiveness of J&M Keystone. He was able to correct any issues. He kept the timelines and was here when he said and did what he said he was going to do.

### COMMENT

Additional Comment  
Oct 16, 2023

I would like to recognize Manuel for his exceptional service. David Bailey was great. Brittany was exceptional to talk with. She is a genuine asset to the company.

### REVIEW

Deon K.  
San Diego, CA  
Oct 16, 2023



I experienced a few minor hiccups, but overall great workmanship, professionalism, and quality work.

### COMMENT

Additional Comment  
Oct 13, 2023

J & M Keystone is a well organized company.

### COMMENT

Additional Comment  
Oct 13, 2023

Michael and the guys who worked on the project deserve some recognition! Good Job!

### COMMENT

Additional Comment  
Sep 26, 2023

J&M Keystone did an excellent job. I'm very happy with the work they did.

### COMMENT

Additional Comment  
Sep 25, 2023

Everyone at J & M was not only professional but also really knowledgeable. They're standard of customer service top notch.

### COMMENT

Additional Comment  
Sep 25, 2023

I was most satisfied with the installation of the floor. They were pretty quick about installing it.

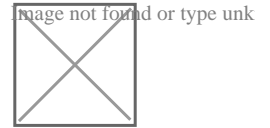
2709 Via Orange Avenue  
Ste A  
Spring Valley , CA 91978  
(619) 466-9876

### GUILD MEMBER SINCE 2020

As a GuildQuality Guildmember, J&M Keystone, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of J&M Keystone, Inc. in San Diego, CA; Chula Vista, CA; El Cajon, CA; Oceanside, CA; Spring Valley, CA; Escondido, CA; Carlsbad, CA; La Mesa, CA; Poway, CA; Santee, CA; and 67 other cities in California, Washington, New Jersey, Arizona, Florida, and 7 other states.

CUSTOMER FEEDBACK REPORT *for*  
**J&M Keystone, Inc.**



COMMENT

Additional Comment  
Sep 25, 2023

I am absolutely amazed with the kitchen and the tile work that they did. They did our kitchen and bathroom.

COMMENT

Additional Comment  
Sep 24, 2023

With Scott Knox & his detailed professionalism. With Patrick who had a great attitude, kept me in the loop & answered all my questions. All workers were great.

COMMENT

Additional Comment  
Sep 21, 2023

I was most satisfied with the person who was assigned to the job, Perry. He was great to work with.

REVIEW

Yolanda A.  
San Diego, CA  
Sep 08, 2023



The entire crew of J & M Keystone was very experienced and dedicated. Due to their expertise I was able to get back in my house quickly.

COMMENT

Additional Comment  
Sep 06, 2023

I was most satisfied with their hard work. They were very determined and worked hard. They didn't slack off or take a lot of breaks. They were studious about their work.

2709 Via Orange Avenue  
Ste A  
Spring Valley , CA 91978  
(619) 466-9876

**GUILDMEMBER SINCE 2020**

As a GuildQuality Guildmember, J&M Keystone, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of J&M Keystone, Inc. in San Diego, CA; Chula Vista, CA; El Cajon, CA; Oceanside, CA; Spring Valley, CA; Escondido, CA; Carlsbad, CA; La Mesa, CA; Poway, CA; Santee, CA; and 67 other cities in California, Washington, New Jersey, Arizona, Florida, and 7 other states.