

CUSTOMER FEEDBACK REPORT *for* Frontier Basement Systems



5150 Hwy 41A
Joelton , TN 37080
(931) 451-1133

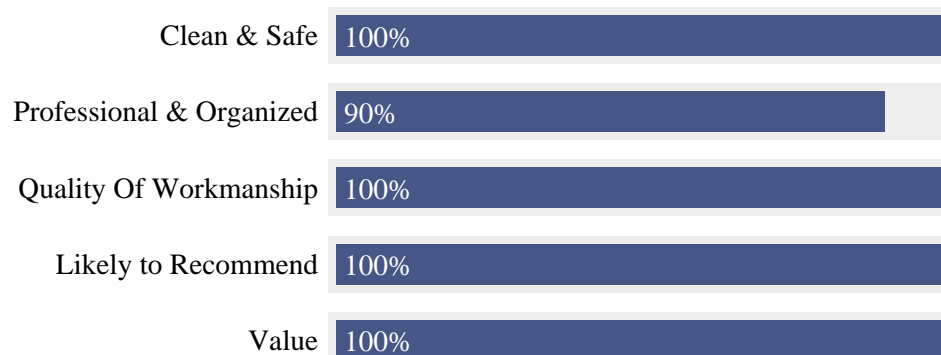
GUILDMEMBER SINCE 2018

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

We have surveyed customers on behalf of Frontier Basement Systems in Nashville, TN; Gallatin, TN; Goodlettsville, TN; Hopkinsville, KY; Clarksville, TN; Cadiz, KY; Russellville, KY; Murfreesboro, TN; Pembroke, KY; Mammoth Cave, KY; and 1 other city in Kentucky.

Customer Feedback Summary

Of 20 customers surveyed, 10 responded



Recent Reviews & Published Comments

COMMENT Additional Comment May 22, 2018	I was most satisfied that we needed a pump that works and we got one.
COMMENT Additional Comment May 21, 2018	I was satisfied with the quality of service.
COMMENT Additional Comment May 17, 2018	There were no problems to address.
COMMENT Additional Comment May 17, 2018	I was most satisfied with their promptness and service, and they constantly kept me up-to-date with what was going on.
COMMENT Additional Comment May 16, 2018	I would like to recognize the salesperson for his exceptional service. He stayed in contact the most and he did what he said he would do.
COMMENT Additional Comment May 16, 2018	I was most satisfied with the salesperson and the quality of work.
COMMENT Additional Comment May 15, 2018	Jake (Sales Rep) is very knowledgeable and extremely personable.

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REVIEW

Burnes C.
Nashville, TN
May 15, 2018



Nice folks and a job well done.

COMMENT

Additional Comment
May 14, 2018

I was most satisfied in that they are very good at communicating, and the overall job has been (assuming it is fixed like they are telling me it is) very good.

REVIEW

Howard D.
Murfreesboro, TN
May 11, 2018



The workmanship was really good, but I would've liked to have know if they were going to come in the morning or the afternoon. Giving me even a four-hour time frame would've been fine, but they didn't. I was getting pretty antsy by 2:30 about whether they were going to come or not. I would've done some things differently that day. That was the only issue I had. I would've run some errands instead of waiting on them. Everything else was fine.

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