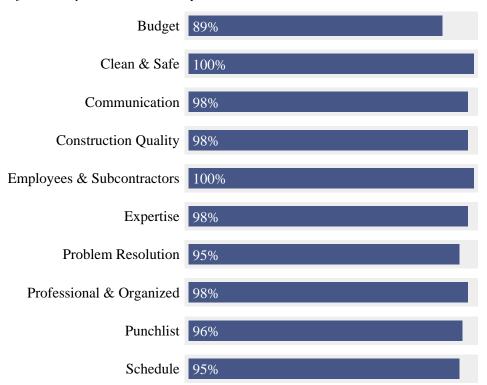
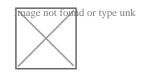
### Morse Constructions, Inc.

### **Customer Feedback Summary**

Of 98 surveys sent, 63 were responded to





57 Central Street Somerville, MA 02143 (617) 666-4460

#### **GUILDMEMBER SINCE 2011**

As a GuildQuality Guildmember, Morse Constructions, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Morse Constructions, Inc. in Cambridge, MA; Somerville, MA; Arlington, MA; Newton, MA; Boston, MA; Brookline, MA; Belmont, MA; Medford, MA; Watertown, MA; Chestnut Hill Newton, MA; and 10 other cities in Massachusetts.

### Recent Reviews & Published Comments

Leslie F. Brookline, MA

REVIEW

Brookline, MA Oct 15, 2018

REVIEW C.H.D.

Belmont, MA May 28, 2018 I have a beautiful kitchen that now fully completes and blends with the rest of my apartment. I wish I had done this years ago.

We have used Morse for a major kitchen remodel and a smaller attic renovation. This was easily the most pain-free construction company I have ever dealt with and the workmanship is also top-notch. For any project where you want to finish on time and on budget with high quality work, I highly recommend Morse and his team.



## Morse Constructions, Inc.

REVIEW

Nancy S. Cambridge, MA Apr 03, 2018

\*\*\*\*

Paul Morse has competed 8 remodeling projects since we moved into our house in 1985....finding complications in the walls, etc....always solved with professionalism, choices, and expertise! Crews are knowlegable, courteous and efficient. Paul is always on hand to consult on surprises (large 100 year old house). I would not hesitate to recommend him for a variety of situations.

REVIEW

L.L.W. Somerville, MA Apr 03, 2018

\*\*\*\*

I'm still super pleased with my front entryway. I used someone else for my bathroom and very sorry - strongly recommend Morse.

REVIEW

Eddine M. Cambridge, MA Mar 30, 2018

\*\*\*\*

Morse Construction Inc completed the whole renovation of our house with a high level of professionalism. We have strongly appreciated their listening skills, their responsiveness, and efficiency. You can rely on them to achieve major construction projects in a thorough way.

REVIEW

S.W.M. Somerville, MA Mar 29, 2018

\*\*\*\*

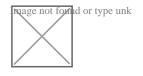
Morse is known for having a great deal of repeat business, and it is obvious why: the company is excellent on all the key elements that go into a construction experience. Their follow through also goes on long after the job is complete. I cringe when I hear people's stories about an irresponsible contractor and would guide them to consult with and work with Morse.

REVIEW

K.G.B. Somerville, MA Mar 29, 2018

\*\*\*\*

It is rare to find a construction company that is as responsive, responsible and reliable as this one - and the people are down to earth and nice to work with. I wish they would give lessons to other organizations as to how to run a business thorough respecting the customer the way they do.



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## Morse Constructions, Inc.

REVIEW

Mary L. Cambridge, MA May 02, 2014

\*\*\*\*

An exceptional combination of quality work, attention to detail, clear communication, and a real commitment to working with the client to lessen the burden of having construction in your home. The results are simply stunning, I just wish the rest of my house looked half as good or was half as sturdy as the parts they have renovated. Jobs come in on time, at or slightly under budget, and with great communication and minor adjustments all the way through. I've done three projects with them and wouldn't consider having anyone else touch my house. I've also recommended Morse to friends and co-workers. I'm very glad I found them.

REVIEW

Norma E. Somerville, MA Jan 25, 2014

\*\*\*\*

REVIEW

Jeannine M. Belmont, MA Dec 06, 2012

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REVIEW

K.G.B. Somerville, MA Nov 06, 2012

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REVIEW

Diana L. Cambridge, MA Oct 07, 2012

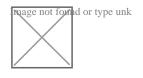
\*\*\*\*

Please feel free to cut and paste any of my comments above--you can run them by me if you like, then I'll "sign". I felt like I was sort of writing a review all along.

We love our new kitchen! The workflow is greatly improved and access to storage more efficient. And the new cabinets and floor are absolutely beautiful.

I could not have been happier with both the results and the process of working with Morse Constructions. They were smart, clean, courteous and very effective.

Quality, professional work done by friendly, knowledgeable staff. Paul Morse and his staff are a pleasure to work with. Whatever your project is, this company will work with you to your satisfaction.



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## Morse Constructions, Inc.

REVIEW

S.A.M. Somerville, MA Jul 12, 2012

\*\*\*\*

Feel free to use the phrases above, if I think of a more interesting way of putting it, will send it to the company directly.

REVIEW

M.A.G. Stoughton, MA Nov 11, 2011

\*\*\*\*

Morse Const. started on the date they said they would and finished on the completion date. They were here every day on time and completed the job to my complete satisfaction. They did everything they could to hold costs in line with our budget. All in all a

rewarding experience.

COMMENT

Additional Comment Sep 16, 2011

The professionalism of the staff.

COMMENT

**Additional Comment** Sep 15, 2011

The area where I was most satisfied with Morse Constructions was the attention to making themselves as little as an impact on our lives as little as possible

on the work.

Word of mouth.

COMMENT

**Additional Comment** Sep 12, 2011

MC does consistently excellent work in timely fashion. Their communication skills are first rate.

COMMENT

Additional Comment Sep 12, 2011

COMMENT

**Additional Comment** 

Sep 06, 2011

COMMENT

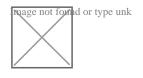
**Additional Comment** Sep 06, 2011

Communication is their key strength. They get back to

you faster then anybody.

Their communciation, promtness and professionalism

are really, really good.



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## Morse Constructions, Inc.

REVIEW

C.G.. Somerville, MA Sep 06, 2011

\*\*\*\*

Morse Constructions, Inc. completed our work beautifully and in a timely manner. I would trust them to take on any project in our home. We trust their advice when adressing budgetary concerns. I feel like they treat the customer like they would a member of their family.

COMMENT

Additional Comment Sep 06, 2011 They got the windows in before the weather changed. If there had been much delay that wouldn't have happened. They were very prompt.

COMMENT

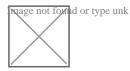
Additional Comment Sep 06, 2011 Great communication between Morse and client. They are easy to reach and always follow up with concerns. Have worked with Paul over the years and think that he is great.

REVIEW

C.R.. Newton, MA Sep 06, 2011 I have worked with Paul on a variety of projects over the years. He and his crew have always been reliable and responsible. Paul presents an organized plan for each project so that one knows what is scheduled. Paul and his staff are talented craftspeople. In addition, Paul is a genuinely nice person and his work has held up well over time. I am always happy to recommend him to others.

COMMENT

Additional Comment Sep 05, 2011 Morse Constructions exceeded our expectations!



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## Morse Constructions, Inc.

REVIEW

D.A.A. Cambridge, MA Sep 05, 2011

\*\*\*\*

Doing renovations with Morse Constructions was a good experience. Paul Morse took the time to understand what we wanted from the project and did a thorough quote for us before starting the work. Even our neighbors were impressed by the professionalism of the firm! We were always kept informed about the state of the project and when there was a problem with some work done by a subcontractor, Paul did not hesitate to make things right. We love our new space and will be coming back to Morse Construction for future needs!

COMMENT

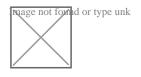
Additional Comment Sep 02, 2011 meticulous workmanshipa fair estimate of costsWe especially appreciate the care Morse Constructions takes with its employees, to pay them a fair living wage with benefits.

REVIEW

R.G.M. Cambridge, MA Sep 02, 2011 We have worked with Morse Constructions consistently over the last decade for several home renovations. Each time, Morse Constructions provided beautiful and innovative solutions to our needs. We now have a real jewel of a house -- and we couldn't have done it without Paul Morse and his amazing team. They are the best!

COMMENT

Additional Comment Sep 02, 2011 Did what they said they do and did when they said it would be done. They get me updated all along the project and did a very good job. Everyone was concerned about my satisfaction.



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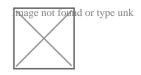
# Morse Constructions, Inc.

REVIEW

David L. Wellesley, MA Sep 02, 2011

\*\*\*\*

My experience with Morse Constructions was very positive. Everyone I came in contact with was focused on my complete satisfaction even to the point of following up several times after the was completed to insure everything was still okay. Communication was excellent and everyone showed up on time and kept to agreed upon shedules.I highly recommend them.David L



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