# Customer Feedback Summary

Of 2,544 surveys sent, 1,295 were responded to



# Recent Reviews & Published Comments

## REVIEW

Lowell S. Etowah, NC Jul 01, 2020

#### REVIEW

Judy P. Rockmart, GA Apr 20, 2020

#### REVIEW

Mr V. Birmingham, AL Apr 17, 2020

#### REVIEW

Cynthia F. Dallas, GA Apr 17, 2020 They did an excellent job.

Taylor Construction was very nice from the beginning to the end. They were courteous and respectful. It was a wonderful project.

The guys were nice and I was happy!

I was satisfied.



# 1500 Holcomb Bridge Rd. Roswell , GA 30076 (770) 587-3454

## **GUILDMEMBER SINCE 2011**

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

We have surveyed customers on behalf of Taylor Construction in Columbia, SC; Atlanta, GA; Knoxville, TN; Marietta, GA; Chattanooga, TN; Anderson, SC; Birmingham, AL; Lawrenceville, GA; Greenville, SC; Aiken, SC; and 603 other cities in Georgia, South Carolina, Alabama, North Carolina, Tennessee, and 2 other states.

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#### REVIEW

Ernestine B. Sumter, SC Apr 13, 2020

## REVIEW

Barbara D. Knoxville, TN Apr 09, 2020

## REVIEW

Floyd J. Catawba, SC Apr 08, 2020

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### REVIEW

Sue P. Mauldin, SC Apr 08, 2020

#### REVIEW

Hashem B. Simpsonville, SC Apr 02, 2020

#### REVIEW

Herbert G. Powder Springs, GA Apr 01, 2020

### REVIEW

Yvette C. Lexington, SC Mar 31, 2020 I was happy with everything about it. It went very smoothly.

The gutters look very nice.

I thought that they were a better company than they ended up being.

The young men who did the work were very helpful and considerate. I'm 84 and they made as a good an experience as possible.

They got the job done really fast and good.

Taylor Construction did just as they said they would. They gave me a super job.

They did a very good job, it was done very professionally. I am very pleased with the outcome of the job. The house looks great.



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#### REVIEW

Judy W. Knoxville, TN Mar 31, 2020

## REVIEW

Howard Y. Knoxville, TN Mar 31, 2020

# REVIEW

Serina R. Newnan, GA Mar 30, 2020

#### REVIEW

Sharon L. Mcdonough, GA Mar 27, 2020

#### REVIEW

Gary B. North Augusta, SC Mar 27, 2020

#### REVIEW

Dawn E. Irmo, SC Mar 27, 2020

#### REVIEW

Jason D. Charlotte, NC Mar 25, 2020 Overall satisfaction is good for the materials and work except for possible new employee miscutting the tile and is required to come back and correct.

Jeremy was a super nice guy. He did a wonderful job. We really appreciated him because he was very, very nice.

Everything turned out great.

Vince Taylor was excellent in resolving the issue. He communicated well. And the workers did an excellent job. They were very polite and very clean. The installation was good.

Enloe Aluminum lives up to its reputation because they have been known to do good work for more than the 4 years that I have known them. That was one of the decisions to get the work done because they would be the ones that did the work. I am very glad they did!

I was very satisfied with the product and installation.

The gutters they installed makes my house look a lot better!



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#### REVIEW

Barbara H. Elgin, SC Mar 25, 2020

### REVIEW

Randy M. Stockbridge, GA Mar 23, 2020

# REVIEW

Bettye S. Chattanooga, TN Mar 19, 2020

## REVIEW

Joseph O. Easley, SC Mar 18, 2020

#### REVIEW

Dana N. Chattanooga, TN Mar 18, 2020

#### REVIEW

Donny R. Pickens, SC Mar 18, 2020

#### REVIEW

Elizabeth P. Birmingham, AL Mar 17, 2020 They did excellent service and everyone was very professional. The sales guy walked me through everything that needed to be done. He did an awesome job.

I would highly recommend them.

I'm just glad that I've got them. They make my house look better. I'm very well satisfied with it.

They did everything great and you can't really ask for more than that.

I thought they were very professional, they did a great job, and my husband and I were very pleased with the gutters they put on the front of the house.

They were clean and very professional. They did everything they said they would do.

Taylor Construction is an awesome group of people. They got the job done and were just all around awesome.



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REVIEW Andy F. Knoxville, TN Mar 14, 2020

#### REVIEW

Edward F. Mcdonough, GA Mar 11, 2020

#### REVIEW

Lee N. Arab, AL Mar 09, 2020

#### REVIEW

Terry T. Resaca, GA Mar 06, 2020 The salesman came off as a gratuituous salesman, not interested in us as people in the least, and not what we were looking for. The staged phone call to his boss to see if he could knock anymore \$ off, and his last request asking for any kind of a deal since it was the end of the year made it clear. The pressure was exactly what happened to us when we were in the process of buying a used car. After he left, he then called my wife asking to come back over even later that night, to get the deal signed. It became more clear, he was just interested in closing a deal asap, before we would change our minds. It worked. We found out afterward we payed way over double what other companies quote. We learned an expensive lesson, do your homework before you hire. And, don't automatically believe a company is reputable, even if they are selling out of Sam's Club.

They are very true to their word.

The crew who came out was pleasant and easy to work with. My only complaint is after they started they said they would be back on a Tuesday and I didn't hear from them until 3 days after that Tuesday when I called them, but overall I'm pleased with their work.

They did a great job on my windows. It made my house 100% better. The guys were really nice and respectful. If I had any more work done I would have them do it!



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REVIEW

Jeremy H. Montevallo, AL Mar 06, 2020 They are knowledgeable in sales. They have a competent installation. I had trouble getting them to come out for repairs.



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