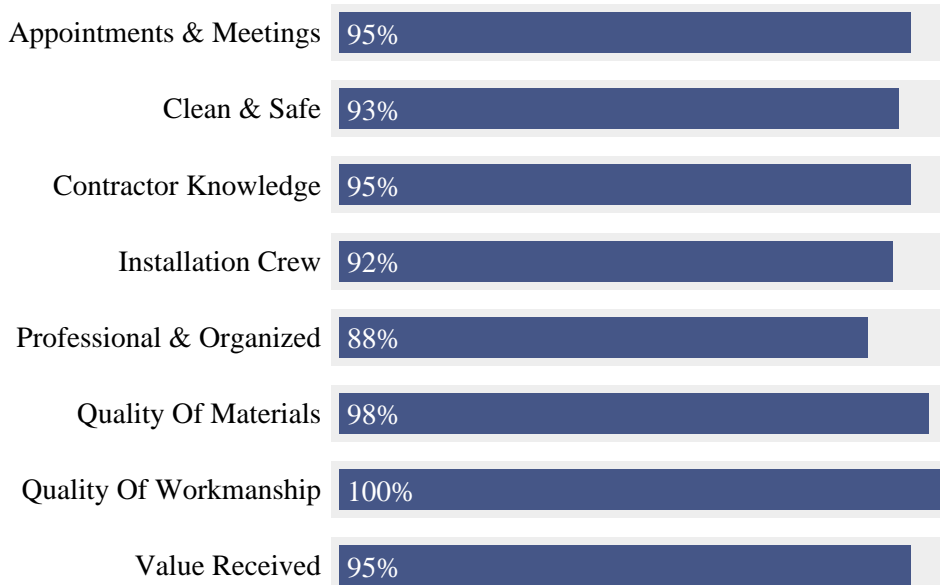


CUSTOMER FEEDBACK REPORT *for*
Absolute Roofing and Construction, Inc.



Customer Feedback Summary

Of 73 customers surveyed, 43 responded



12301 Sprecher
Cleveland , OH 44135
(216) 898-1563
absoluteroofing.com

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Absolute Roofing and Construction, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Absolute Roofing and Construction, Inc. in Cleveland, OH; Cleveland Hts., OH; Lakewood, OH; Parma, OH; Concord, OH; Medina, OH; Brecksville, OH; Brook Park, OH; Bedford, OH; Cuyahoga Falls, OH; and 24 other cities in Ohio.

In this report, Absolute Roofing and Construction, Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in July 2015. In that time, 43 out of 73 customers (59%) responded to a GuildQuality satisfaction survey, with the most recent response in August 2018.

Recent Reviews & Published Comments

COMMENT

Additional Comment
Dec 12, 2017

The salesman was very nice. I have dealt with bad salesman in the past, and he was really nice. The previous people had put in my gutter poorly, so it was damaging my roof, and he helped me come up with a solution.

REVIEW

Kelly B.
Lakewood, OH
Dec 04, 2017



After a bad storm we discovered roof was leaking, Absolute Roofing owner was on vacation but took our call and had crew out the next morning (roof leaking in attic crawl space so not an emergency). Crew was professional and kind, got right to work and repaired our roof within 30 minutes. Proactively...

COMMENT

Additional Comment
Nov 28, 2017

Absolute Roofing and Construction, Inc. did not fall short.

CUSTOMER FEEDBACK REPORT *for*
Absolute Roofing and Construction, Inc.



COMMENT
Additional Comment
Nov 28, 2017

I am satisfied with the overall project.

COMMENT
Additional Comment
Nov 28, 2017

I would like to recognize Tom from the beginning and all the options he gave. The roofing crew did a great job as well.

COMMENT
Additional Comment
Nov 28, 2017

They took a lot of care and the installation crew was great if they had questions or concerns. I did not think there were many. They cleaned up really nicely at the job site at the end of the day especially, when we had a new puppy and they try to put everything into their mouth.

COMMENT
Additional Comment
Nov 28, 2017

I have a couple of neighbors who have asked. I only have first names. I pass along the information as it comes up. I can not say enough about the experience. It was awesome.

REVIEW
Elliott M.
Bedford, OH
Nov 28, 2017
★★★★★

It made such a difference in the house. The crew took great care. The whole process was clean and efficient. The crew was helpful with the little things that popped up and I really appreciate what they did.

REVIEW
David E.
Cleveland, OH
Oct 24, 2017
★★★★★

Overall outstanding materials, expertise, warranties and installation. More expensive but we are confident we got our money's worth.

REVIEW
Souhail K.
Olmsted Falls, OH
Jun 15, 2017
★★★★★

The staff and the crew were great to work with. They showed up when they were supposed to and did a great job.

COMMENT
Additional Comment
Dec 15, 2016

There were no problems.

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COMMENT
Additional Comment
Dec 15, 2016

I would like to recognize Mike.

COMMENT
Additional Comment
Dec 15, 2016

I have an awesome looking porch.

COMMENT
Additional Comment
Dec 15, 2016

According to Suzanne, the sales was the most satisfactory.

COMMENT
Additional Comment
Dec 15, 2016

So far, so good.

COMMENT
Additional Comment
Dec 15, 2016

The sales rep was good. He did his job.

COMMENT
Additional Comment
Dec 15, 2016

I was satisfied that the sales rep was knowledgeable.

COMMENT
Additional Comment
Nov 26, 2016

I was just satisfied with getting it done and getting it over.

REVIEW
Willie S.
Cleveland, OH
Nov 26, 2016
★★★★★

I believe that if you don't get off to a good start on a project, especially with communication, being on time, being efficient, and being prepared, it affects the rest of the relationship throughout the project.

COMMENT
Additional Comment
Nov 22, 2016

The entire staff at Absolute Roofing and Construction was very accommodating to my needs.

COMMENT
Additional Comment
Nov 22, 2016

I was most satisfied with the area supervisor and the installation crew.

REVIEW
Hosea H.
Cleveland, OH
Nov 22, 2016
★★★★★

Absolute Roofing and Construction was very reasonable in price, the staff was very energetic, the installation crew worked diligently, and I am pleased with the quality of workmanship.

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COMMENT

Additional Comment
Nov 22, 2016

I am completely satisfied with their work and have nothing but good things to say about them.

COMMENT

Additional Comment
Nov 22, 2016

I have already recommended others to them.

COMMENT

Additional Comment
Nov 21, 2016

I would like to recognize the workmen for their exceptional service.

COMMENT

Additional Comment
Nov 21, 2016

I was most satisfied in that they were nice and did a wonderful job.

REVIEW

Zalreita M.
Cleveland, OH
Nov 21, 2016



They did a marvelous job, and I am satisfied.

COMMENT

Additional Comment
Nov 18, 2016

I would like to recognize one of the salesmen for his exceptional service. Unfortunately, I can't recall his name, but it was the older gentleman.

COMMENT

Additional Comment
Nov 18, 2016

I was most satisfied in terms of the quality of the workmanship.

REVIEW

Ross C.
East Cleveland, OH
Nov 18, 2016



They came back after the job was finished to resolve some issues, which I didn't expect.