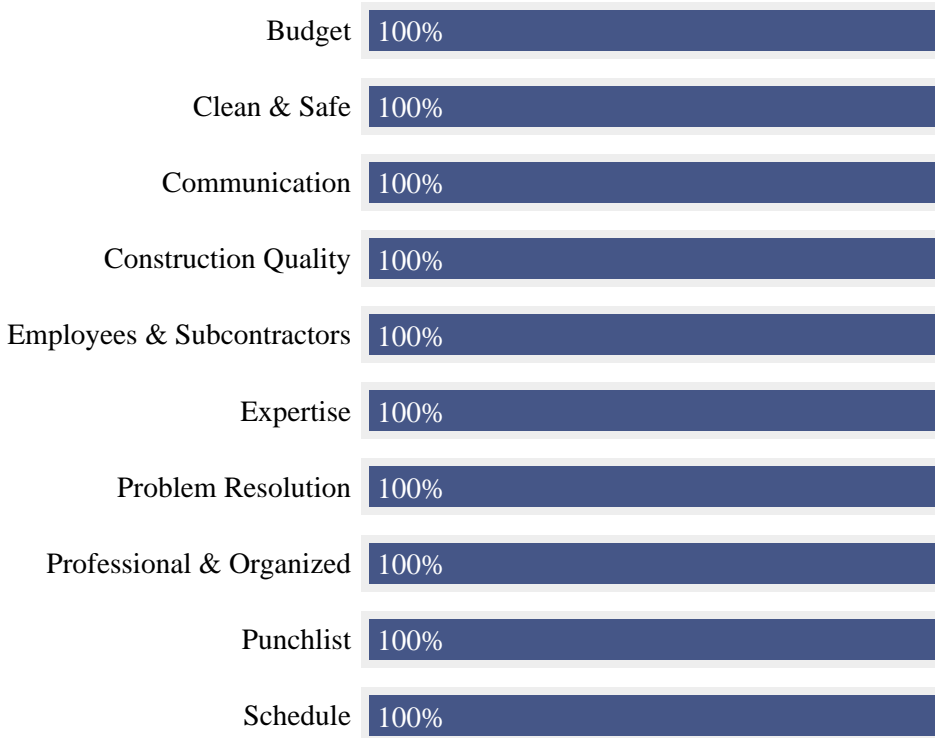


CUSTOMER FEEDBACK REPORT *for*  
**Gayler Design Build**

## Customer Feedback Summary

Of 59 customers surveyed, 36 responded



390 Diablo Rd. #210  
Danville , CA 94526  
(925) 820-0185  
[www.gaylerdesignbuild.com](http://www.gaylerdesignbuild.com)

### GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Gayler Design Build relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Gayler Design Build in Danville, CA; Alamo, CA; San Ramon, CA; Moraga, CA; Lafayette, CA; Pleasanton, CA; Walnut Creek, CA; Hayward, CA; El Sobrante, CA; Danville, Ca 94506, CA; and 1 other city in California.

In this report, Gayler Design Build has published a summary of the customer feedback they've received since they joined GuildQuality in May 2015. In that time, 36 out of 59 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in February 2019.

## Recent Reviews & Published Comments

REVIEW

Nancy H.  
San Ramon , CA  
Feb 11, 2019



Gayler Design Build was fantastic, and we were unbelievably happy in every way. The project came out much better, and we were very happy. I would recommend to anyone, and I will use them again for future projects. We were thrilled and very happy. Everything related to them was great: quality of work,...

# Gayler Design Build



390 Diablo Rd. #210  
Danville, CA 94526  
(925) 820-0185  
[www.gaylerdesignbuild.com](http://www.gaylerdesignbuild.com)

## **GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, Gayler Design Build relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Gayler Design Build in Danville, CA; Alamo, CA; San Ramon, CA; Moraga, CA; Lafayette, CA; Pleasanton, CA; Walnut Creek, CA; Hayward, CA; El Sobrante, CA; Danville, Ca 94506, CA; and 1 other city in California.

In this report, Gayler Design Build has published a summary of the customer feedback they've received since they joined GuildQuality in May 2015. In that time, 36 out of 59 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in February 2019.

### COMMENT

Additional Comment  
Oct 25, 2018

We are so impressed and happy to use Gayler. We feel like we got really lucky. We did not have any recommendations or referrals. We just picked them based off of a seminar I went to. I read all the references and it seemed like they had lots of customers that were very happy and that impressed us. We...

### REVIEW

Nancy H.  
San Ramon, CA  
Oct 25, 2018



Gayler is fantastic. We have done other remodeling projects before and we cannot believe how wonderful they are compared to what we have used before. There is nothing to be unhappy about. They are fabulous.

### COMMENT

Additional Comment  
Oct 24, 2018

Paul (project manager) was outstanding in his communication, problem solving, and general approach to keeping us up to speed through every step of the project

### REVIEW

Dave A.  
Danville, CA  
Oct 24, 2018



Gayler has been outstanding to work with. We have done two remodels with the Gayler team, and would highly recommend them for any type of home remodel project.

### COMMENT

Additional Comment  
Sep 14, 2018

The best part was that the staff were excellent, knowledgeable, and the contractors were very competent in the work they did.

### REVIEW

Lucy G.  
Danville, CA  
Sep 14, 2018



The work was on time, and they had an excellent and knowledgeable staff. They did a good job.

### REVIEW

Oriana M.  
Orinda, CA  
Aug 31, 2018



As construction projects go, this was a GOOD experience. They are expensive but we got what we paid for. Happy we used them. Quality staff and subs...

# Gayler Design Build



390 Diablo Rd. #210  
Danville, CA 94526  
(925) 820-0185  
[www.gaylerdesignbuild.com](http://www.gaylerdesignbuild.com)

## **GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, Gayler Design Build relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Gayler Design Build in Danville, CA; Alamo, CA; San Ramon, CA; Moraga, CA; Lafayette, CA; Pleasanton, CA; Walnut Creek, CA; Hayward, CA; El Sobrante, CA; Danville, Ca 94506, CA; and 1 other city in California.

In this report, Gayler Design Build has published a summary of the customer feedback they've received since they joined GuildQuality in May 2015. In that time, 36 out of 59 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in February 2019.

### REVIEW

Nancie Z.  
Moraga, CA  
May 12, 2018  
★★★★★

Gayler Design Build is the only contractor I know that finishes the project BEFORE the estimated due date. Top-notch service before, during, and after. Remodeling is very disruptive to your household and your life...Gayler actually made it fun. Any little hiccups along the way (let's face it, no project...

### REVIEW

Mollie L.  
Lafayette, CA  
Apr 30, 2018  
★★★★★

We loved working with Gayler and love our new bedroom and bath!

### REVIEW

Tony R.  
San Ramon, CA  
Mar 04, 2018  
★★★★★

Everyone at Gayler Design Build was friendly and professional. I was constantly being updated on progress by our Project Manager. He went above and beyond his scope of work for us to ensure a timely and well done job. We even finished ahead of schedule. Truly a pleasure to work with Gayler and we love...

### REVIEW

JD W.  
Lafayette, CA  
Nov 28, 2017  
★★★★★

The transformation of our kitchen was spectacular. The designer was on point and the contractor stayed on schedule!

### COMMENT

Additional Comment  
Nov 20, 2017

Many people feel that they are very expensive but I believe you get what you pay for. They are just outstanding. I would have been in a lot of trouble if I did not have their experience and expertise. I am very grateful.

# Gayler Design Build



390 Diablo Rd. #210  
Danville, CA 94526  
(925) 820-0185  
[www.gaylerdesignbuild.com](http://www.gaylerdesignbuild.com)

## **GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, Gayler Design Build relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Gayler Design Build in Danville, CA; Alamo, CA; San Ramon, CA; Moraga, CA; Lafayette, CA; Pleasanton, CA; Walnut Creek, CA; Hayward, CA; El Sobrante, CA; Danville, Ca 94506, CA; and 1 other city in California.

In this report, Gayler Design Build has published a summary of the customer feedback they've received since they joined GuildQuality in May 2015. In that time, 36 out of 59 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in February 2019.

### REVIEW

B.K.G.  
Danville, CA 94506 ,  
CA  
Nov 20, 2017  
★★★★★

When you have a basic project and it unravels, you appreciate having Gayler Design Build managing the project. They put everything back together. It should not have been a big deal but they brought it all back together and did a fabulous job. Everything that could have gone wrong did.

### COMMENT

Additional Comment  
Oct 20, 2017

It was a complete pleasure having Gaylor Design Build as our contractor. Completely trustworthy as we traveled allot during the construction.

### REVIEW

Laura C.  
Moraga, CA  
Sep 28, 2017  
★★★★★

Gayler's team is outstanding. They went above and beyond each and every time. We are so grateful for their help in building out an in law unit with an elevator to assist us! Thank you!

### REVIEW

Mike M.  
Alamo, CA  
Sep 19, 2017  
★★★★★

Gayler Design Build has done two projects for us in the last four years and we have been completely happy with both projects.

### COMMENT

Additional Comment  
May 05, 2017

They were very responsive when problems arose and in addition each week the office would contact me to see if anything needed to be addressed in the weekly meetings. Genaro, the construction foreman was very patient and responsive to the many changes I made.

### REVIEW

Sandy S.  
Walnut Creek, CA  
May 05, 2017  
★★★★★

I really appreciated the gentle guidance of Stephanie (the designer). The construction foreman , Genaro was very competent - despite frequent changes on my part, he was very patient - always took the time to make sure I understood what was happening. And that extended to everyone else at Gayler Design...

CUSTOMER FEEDBACK REPORT *for*  
**Gayler Design Build**



390 Diablo Rd. #210  
Danville, CA 94526  
(925) 820-0185  
[www.gaylerdesignbuild.com](http://www.gaylerdesignbuild.com)

**GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, Gayler Design Build relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Gayler Design Build in Danville, CA; Alamo, CA; San Ramon, CA; Moraga, CA; Lafayette, CA; Pleasanton, CA; Walnut Creek, CA; Hayward, CA; El Sobrante, CA; Danville, Ca 94506, CA; and 1 other city in California.

In this report, Gayler Design Build has published a summary of the customer feedback they've received since they joined GuildQuality in May 2015. In that time, 36 out of 59 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in February 2019.

COMMENT  
Additional Comment  
Feb 27, 2017

I would say I am most satisfied with the professionalism, communication and piece of mind that they offer.

COMMENT  
Additional Comment  
Feb 27, 2017

I think their overall communication was really great. They were very organized and we never felt like our questions were unanswered.

REVIEW  
Christi W.  
Danville, CA  
Feb 27, 2017

They were really great to work with.



COMMENT  
Additional Comment  
Nov 13, 2016

Excellent experience. Highly recommend!

REVIEW  
Helene M.  
alamo, CA  
Oct 04, 2016

Gayler Design Build is absolutely excellent! We used them for a major renovation/addition three years ago and plan to do a kitchen renovation in the near future. Gayler goes over and above in their followup and are always available to help with other problems or things in our home, not just the projects...



COMMENT  
Additional Comment  
Aug 16, 2016

I would highly recommend Gayler to any other potential customer in a heart beat.

COMMENT  
Additional Comment  
Mar 29, 2016

Very professional. Great work ethics. Quality workmanship.

COMMENT  
Additional Comment  
Mar 07, 2016

I was most satisfied with the quality of the job that was done. It all turned out better than I expected.

REVIEW  
Frank U.  
San Ramon, CA  
Nov 01, 2015

On time, on budget, clear communication, excellent job. I would use them again without hesitation.



CUSTOMER FEEDBACK REPORT *for*

# Gayler Design Build

REVIEW

Al R.  
Alamo, CA  
Oct 17, 2015  
★★★★★

I have used Gayler Construction Company twice for home remodeling and will definately use them again. George and Darlene Gayler provide a small, family-owned feel to Gayler Construction Company backed by a professional, courteous and high-quality team that puts the client first.

REVIEW

Helen M.  
Alamo, CA  
Oct 17, 2015  
★★★★★

Gayler is excellent from design to finish of the project. They did an addition remodel to our master bath. All my wants in design and execution were met. I plan to use them again for future projects. Helene Maher



390 Diablo Rd. #210  
Danville , CA 94526  
(925) 820-0185  
[www.gaylerdesignbuild.com](http://www.gaylerdesignbuild.com)

**GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, Gayler Design Build relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Gayler Design Build in Danville, CA; Alamo, CA; San Ramon, CA; Moraga, CA; Lafayette, CA; Pleasanton, CA; Walnut Creek, CA; Hayward, CA; El Sobrante, CA; Danville, Ca 94506, CA; and 1 other city in California.

In this report, Gayler Design Build has published a summary of the customer feedback they've received since they joined GuildQuality in May 2015. In that time, 36 out of 59 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in February 2019.