

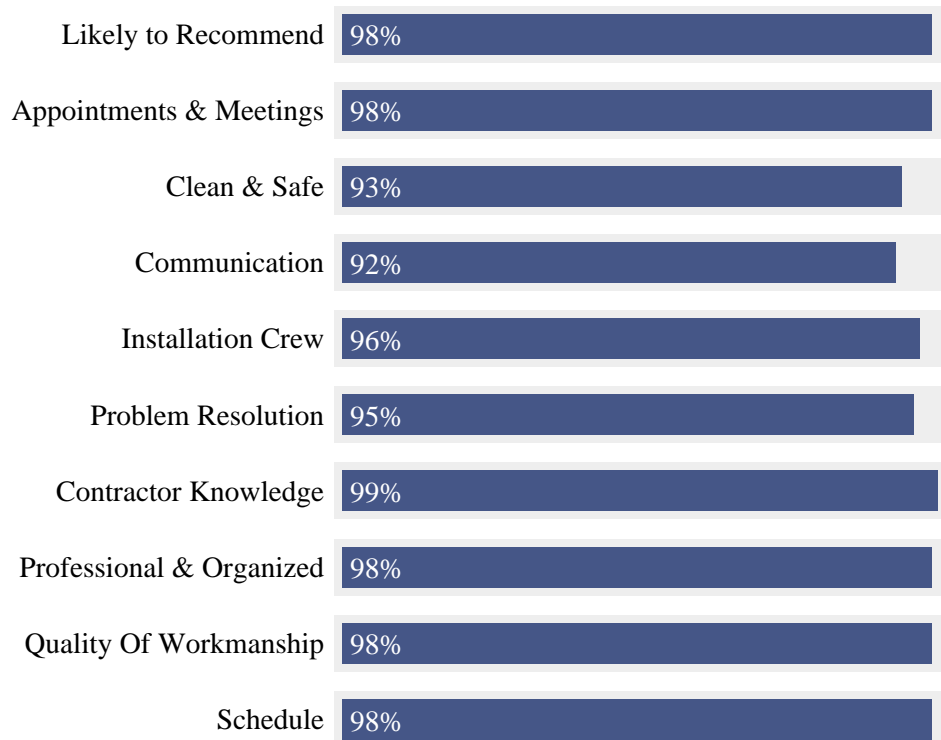
# Moore & Sons Roofing Inc



2693 Calann Ave NW  
GRAND RAPIDS , MI  
49534  
(616) 453-2222

## Customer Feedback Summary

Of 479 customers surveyed, 304 responded



### GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Moore & Sons Roofing Inc relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Moore & Sons Roofing Inc in Grand Rapids, MI; Rockford, MI; Ada, MI; Belmont, MI; Wyoming, MI; Hudsonville, MI; Caledonia, MI; Jenison, MI; Grandville, MI; Alto, MI; and 37 other cities in Michigan.

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## Recent Reviews & Published Comments

### REVIEW

Kimberly M.  
Grand Rapids, MI  
Aug 01, 2019



I couldn't have asked for a more dedicated team to my project. Jeremiah was very thorough, Marie did a great job of answering questions, and the team on-site incredibly respectful and hard-working. Thanks Moore & Sons!

### COMMENT

Additional Comment  
Jun 26, 2019

Their foreman (Don?) was exceptional and great at follow up and making sure things were going right. Also the foreman for the roofing crew was awesome as well.

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### COMMENT

Additional Comment  
Jun 26, 2019

Great pricing, great communication from the office staff, hard working crew. Follow up after the job was done to make sure there were no more nails and the job looked good was an added bonus.

### COMMENT

Additional Comment  
Jun 26, 2019

Has sent their contact info to a few people and will continue to do so.

### COMMENT

Additional Comment  
Jun 10, 2019

Dave Kamminga is a fabulous Field Representative. He is always responsive to questions and/or concerns, responds quickly, and goes above and beyond to make sure the customers concerns are addressed.

### COMMENT

Additional Comment  
Jun 10, 2019

Dave Kamminga (see comments above). He is exceptional!

### COMMENT

Additional Comment  
Jun 10, 2019

I was most satisfied with the response I received from Dave Kamminga, Field Representative for Moore & Sons. He always responded promptly and professionally. He went above and beyond to make sure our needs were met. Marie, their office staff person, was also a pleasure to work with. The roofers also demonstrated a work ethic that often seems lacking in many service industries.

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## REVIEW

Patrick D.  
Belmont, MI  
Jun 10, 2019



Dave Kamminga has been an excellent representative for Moore & Sons. He responds promptly and goes above and beyond to make sure the customer's questions and concerns are addressed. He is truly a wonderful person to work with! In addition, I was very impressed with how respectful and hard-working the roofing staff were. They arrived on time and worked continuously, rarely taking a break. Overall cleanup was good, and Moore & Sons had a supervisor out the next day to inspect the property to ensure it was clean.

Comment from Moore & Sons Roofing Inc

Thank you Pat!

## COMMENT

Additional Comment  
Jun 04, 2019

Jeremiah Moore

## COMMENT

Additional Comment  
Jun 04, 2019

None

## COMMENT

Additional Comment  
Jun 04, 2019

All of the work from quote to finished roof.

## COMMENT

Additional Comment  
Jun 04, 2019

No

## REVIEW

Nash N.  
Otsego, MI  
Jun 04, 2019



Great service, price and workmanship.

# Moore & Sons Roofing Inc



COMMENT  
Additional Comment  
May 30, 2019

Overall, they did a really good job. I do not remember most of the staff's name. I had a couple of questions that I needed to be answered (there were a couple of areas that were not roof but needed to be shingled) and Jeremiah followed up with me in a timely manner to those questions. He told me that everywhere with previous shingles would get re-shingled and if they did not, for me to call him.

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COMMENT  
Additional Comment  
May 30, 2019

I think they fell short of my expectations with follow-up communication. In the beginning, communication was a little slow. I had to reach out numerous times to get a contract and some samples. We had some gutters that we had to take the gutter guards off and were looking for some samples. It made it seem like they were going to follow-up with a simple solution and I ended up doing it myself. These were minimal things and I understand it comes from being busy, and if I had to pay any more for the roof, it would be a bigger deal.

COMMENT  
Additional Comment  
May 30, 2019

I was most satisfied with the quality of the roof. I have gone up there a few times and it seems to be a good roof. It also looks good.

COMMENT  
Additional Comment  
May 26, 2019

I highly recommend Moore and Sons roofing. Good Product, Good People, Good Work.

COMMENT  
Additional Comment  
May 26, 2019

Dave was exceptional to work with from the very start when I first met him at the Home and Garden Show.

COMMENT  
Additional Comment  
May 26, 2019

None

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COMMENT  
Additional Comment  
May 26, 2019

It was a good experience from beginning to end.

COMMENT  
Additional Comment  
May 26, 2019

No

REVIEW  
Kinnell M.  
Wyoming, MI  
May 26, 2019  
★★★★★

I did a lot of research online before choosing Moore and Sons to install Owens Corning shingles on my house. I could not be happier with the result. I have to live with the color for a long time and they could not have been more patient while I compared samples. Big Thank you to everyone, from the Sales, the Office and the Crew. You were great.

Comment from Moore & Sons Roofing Inc  
Thank you Marlene!

COMMENT  
Additional Comment  
May 22, 2019

Dave Kamminga

COMMENT  
Additional Comment  
May 22, 2019

They were able to strip and redo my roof in a single day. Their crew was fast and methodical. The roof looks great. Our salesman went above and beyond expectation.

REVIEW  
Margaret P.  
Rockford, MI  
May 19, 2019  
★★★★★

The roof looks great; however, I am disappointed in the 100+ nails I found in my lawn, landscaping and driveway.

COMMENT  
Additional Comment  
May 16, 2019

Jose and his crew

COMMENT  
Additional Comment  
May 16, 2019

None

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COMMENT  
Additional Comment  
May 16, 2019

Their quick (one day!) completion of our project!

COMMENT  
Additional Comment  
May 16, 2019

No

REVIEW  
Steve G.  
Rockford, MI  
May 16, 2019

Jeremiah and Jose and his crew did a great job! They went "above and beyond" to make this project work! We're very pleased with Moore and Sons Roofing!



Comment from Moore & Sons Roofing Inc  
Thanks Steve!