

CUSTOMER FEEDBACK REPORT *for*

Pacific Builders



REVIEW

Mike Y.
Rocklin, CA
Jun 05, 2018



They are very professional and they did a great job.

Comment from Pacific Builders

Thank you for your feedback. We value you as a customer.

5421 84th Street
Sacramento , CA 95826
(916) 383-3168
www.pacificbuilders.com

GUILDMEMBER SINCE 2015

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

We have surveyed customers on behalf of Pacific Builders in Sacramento, CA; Elk Grove, CA; Roseville, CA; Carmichael, CA; Lincoln, CA; Davis, CA; Fair Oaks, CA; Folsom, CA; Rancho Cordova, CA; Woodland, CA; and 31 other cities in California.

REVIEW

Karl G.
Rancho Cordova, CA
Apr 11, 2018



Pacific Builders offered a wide selection of options to customize our patio cover. The color match to our house was excellent.

Comment from Pacific Builders

Thank you! We appreciate your business.

REVIEW

Ruth W.
Elk Grove, CA
Mar 31, 2018



They did an excellent job. I had them come to my old house and put on a patio cover. I liked it so much that when I moved I had them do 2 other patio covers here.

Comment from Pacific Builders

Thank you so much! We love hearing how pleased you are.

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REVIEW

Debra C.
Sacramento, CA
Mar 31, 2018



This is the second home we've had a patio cover installed by Pacific Builders. They do excellent work and they stand behind their work. Several years after they put up the cover at our other house, we noticed a leak dripping off the ceiling fan light after a bad windy storm. The wind had moved something. They sent someone out at nominal fee and fixed it up tight. We highly recommend that you consider Pacific Builders.

Comment from Pacific Builders

Thank you for taking the time to complete this survey. We appreciate it. Glad to hear you are pleased with our work.

REVIEW

Janet S.
Elk Grove, CA
Mar 15, 2018



This was a first for me. Every question was answered, and none were ignored.

Comment from Pacific Builders

Thank you. We appreciate your time and your business.

REVIEW

Michael S.
Sacramento, CA
Feb 22, 2018



PB uses excellent craftsmen and quality materials. They are easy to work with and are quick to address any concerns that customers have before and during the work.

Comment from Pacific Builders

We are so pleased to hear how happy you are with your finished product. Thank you for your business and for taking the time to complete this survey. We appreciate you.

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REVIEW

John B.
lone, CA
Oct 10, 2017
★★★★★

The only problem that we had, was at first we were told they would call us but we had to call them. I had to call three times to get them. Once I called the project manager himself everything went fine after that. It was just an issue with the front office. Everything else was wonderful. We love it and it's just marvelous.

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REVIEW

Bill P.
Sacramento, CA
Sep 26, 2017
★★★★★

This is the second time that we have used them. The first time we were very happy with the service and we are again. I am more than happy to recommend them to anyone that I know. We may use them again in the future to do additional work.

Comment from Pacific Builders

Thank you so much for taking the time to complete this survey. We appreciate you and your business.

REVIEW

Margaret F.
Sacramento, CA
Aug 14, 2017
★★★★★

They are incredible people. The staff and workmen, they were all awesome. They went above and beyond.

Comment from Pacific Builders

Thank you for your patience with the project. We appreciate your business. Thank you for taking the time to complete this survey.

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REVIEW

Joe H.
Fair Oaks, CA
Aug 12, 2017



I am very happy with all of the work that way did here. The only thing was that there was a delay. I thought it would have been started a week before it was done. I am very happy it all turned out beautifully.

Comment from Pacific Builders

I am so sorry about the delay. Thank you for your patience and for your business. We appreciate you.

REVIEW

Alfonso L.
Antelope, CA
Aug 03, 2017



We are very happy with the patio we had installed. It was finished early so that we could use it for a birthday party, they didn't have to do that but Rob worked it out. The whole team was professional and kept us in the loop step by step. Any issue I had was quickly addressed to our satisfaction. Would I recommend Pacific Builders? ABSOLUTELY

Comment from Pacific Builders

Thanks so much for your kind words! It was a pleasure doing business with you.

REVIEW

P.B.B.
Sacramento, CA
Jul 27, 2017



This is a quality and class company. No lowball or pressure sales. Dave was extremely knowledgeable and helpful.

Comment from Pacific Builders

Thank you for your business. It was a pleasure doing work for you. We are glad to hear you are pleased with the addition.

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REVIEW

Kathy Z.
Antelope, CA
Jul 19, 2017



They did a wonderful job! They worked very well with me and with any time schedules that I had. They were very patient with my time schedule and they did a great job.

Comment from Pacific Builders

Thank you for your kind words. It was a pleasure doing work for you. We are so pleased that you are happy with the finished product!

REVIEW

Manuel L.
Elk Grove, CA
May 25, 2017



I really like the product. It is beautiful and looks like it has a great quality.

Comment from Pacific Builders

Thank you for your business. We are so pleased to hear you are happy with the work done.

REVIEW

Jamie G.
Acampo, CA
May 20, 2017



We are very satisfied with the work, very nice and clean.

Comment from Pacific Builders

Glad to hear you are happy with the finished product. We appreciate your business. Thank you!

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REVIEW

Glenda S.
Rescue, CA
Apr 12, 2017



I like these guys.

Comment from Pacific Builders

Thank you for taking time to complete this survey.
We value your opinion.

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REVIEW

Jim P.
Sacramento, CA
Apr 05, 2017



The entire team was very professional, and I am glad that I choose Pacific Builders to install my patio cover. What greY look it has added to my home. Great job to the team at Pacific Builders. Thank you.

Comment from Pacific Builders

We are so glad to hear how happy you are! Thank you for your business and for taking the time to complete this survey. We appreciate it!

REVIEW

Mike C.
Loomis, CA
Mar 22, 2017



They far exceeded our expectations. I would recommend them to anyone looking to put up a patio cover.

Comment from Pacific Builders

Thanks for responding to our survey. We value your business and are pleased to hear how happy you are.

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REVIEW

Brad S.
Rancho Cordova, CA
Mar 22, 2017



From the time we had the estimate till the project was completed the company and the staff were Professional and timely

Comment from Pacific Builders

Thank you! It was a pleasure to work for you.

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REVIEW

Gail K.
Sacramento, CA
Mar 15, 2017



They were very professional, on time, communicated well and they were very patient with me. They did an excellent job.

Comment from Pacific Builders

Glad to hear you are pleased with the services provided. Thanks for your business.

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REVIEW

Gurvinder B.
West Sacramento, CA
Mar 06, 2017



They did an exceptionally great job and i'm really happy with it. The patio added a great value and the yard looks really nice. I just want to say thank you.

Comment from Pacific Builders

We are pleased to hear you are happy with your new patio cover. Thank you for taking the time to complete this survey. We appreciate it.

REVIEW

May C.
Davis, CA
Feb 28, 2017



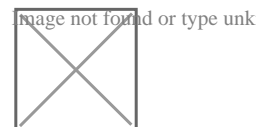
If you want to use Pacific Builders, make sure you can take a lot of time off of work to be home and waiting for them.

Comment from Pacific Builders

Thank you so much for taking time to complete this survey. We value your opinion.

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REVIEW

Martin O.
Sacramento, CA
Feb 14, 2017



Pacific Builders tackled a very custom build which required additional engineering and permitting and came through with spectacular results. My wife and I are exceptionally pleased. Pacific Builders came through for us and I am confident that they would repeat our positive experience with any prospective customer.

Comment from Pacific Builders

Thanks for your business and for taking the time to complete this survey. We appreciate you. Glad to hear you are happy with your finished project. Thanks again!

REVIEW

Alfred B.
Roseville, CA
Jan 26, 2017



Have worked with Pacific Builders before and am very pleased with the way both project turned out .. will use them again.

Comment from Pacific Builders

Thank you!

REVIEW

Mike P.
Elk Grove, CA
Jan 25, 2017



They did a wonderful job. It was very high quality and they were very professional, we are just thrilled

Comment from Pacific Builders

Thank you for your business. We are glad to hear you are happy with the end result.

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REVIEW

Miriam D.
Sacramento, CA
Jan 09, 2017



I love my patio. They do good work.

Comment from Pacific Builders

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REVIEW

Richard T.
Stockton, CA
Jan 07, 2017



This is my second patio installation by Pacific Builders and both were completed with 100% expectation. Pacific Builders is a professionally managed company who hires professional people who complete projects in a professional manner.

REVIEW

Ruth H.
Antelope, CA
Jan 02, 2017



We are very satisfied and so thankful for their good work.

Comment from Pacific Builders

Thanks so much for your business and for taking the time to complete this survey. We appreciate it. Glad to hear you are pleased with the finished outcome. Happy New Year!

REVIEW

Jim W.
Elk Grove, CA
Dec 28, 2016



I was really impressed from beginning to end. The installers were great and were very professional, I would recommend the company to anyone.

Comment from Pacific Builders

Thanks for your feedback. We appreciate it.

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REVIEW

Osbert P.
Roseville, CA
Dec 07, 2016



We are very satisfied with all the work.

Comment from Pacific Builders

We are pleased to hear you are happy with your new bathroom. Thank you for taking the time to complete this survey. We appreciate it.

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