

CUSTOMER FEEDBACK REPORT *for*
Sure Point Exteriors



7133 West 80th St. Suite 203
Overland Park , KS 66212
(913) 203-8812
Sure Point Exteriors

COMMENT Dalton and all the crew were great.
Additional Comment
Dec 05, 2019

COMMENT None
Additional Comment
Dec 05, 2019

COMMENT Dalton and the entire crew were wonderful, very
Additional Comment professional and hard working. The house looks
Dec 05, 2019 fantastic and we are pleased with the entire process.

COMMENT Not at this time, but we to recommend Sure Point to
Additional Comment anyone who asks.
Dec 05, 2019

COMMENT Dalton is amazing. His crew was good as well, but he
Additional Comment was amazing.
Dec 05, 2019

COMMENT I think the value and customer service was great.
Additional Comment
Dec 05, 2019

REVIEW They were excellent across the board.
Tricia S.
Dec 05, 2019
★★★★★

COMMENT I would like to recognize Dalton. He did a great job
Additional Comment answering questions and communicating. He was very
Dec 04, 2019 knowledgeable about his work.

COMMENT I was most satisfied with all of it. They kept the yard
Additional Comment clean.
Dec 04, 2019

REVIEW They did an excellent job. I would use them again.
Ed M.
Dec 04, 2019
★★★★★

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, Sure Point Exteriors relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Sure Point Exteriors in Overland Park, KS; Prairie Village, KS; Kansas City, MO; Lenexa, KS; Leawood, KS; Shawnee, KS; Mission, KS; Olathe, KS; Lawrence, KS; Lees Summit, MO; and 32 other cities in Kansas and Missouri.

In this report, Sure Point Exteriors has published a summary of the customer feedback they've received since they joined GuildQuality in September 2015. In that time, 158 out of 261 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in December 2019.

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COMMENT
Additional Comment
Nov 07, 2019

Dalton Silva. Also Aidan, Carlos and Luis.

COMMENT
Additional Comment
Nov 07, 2019

None.

COMMENT
Additional Comment
Nov 07, 2019

Working with Dalton was a pleasure. He was personable and professional. (We had a salesman here of a competitor who was in our home for three hours and it was far too long.). And I felt very comfortable with the crew that was here.

REVIEW
D.L.V.
Kansas City, MO
Nov 07, 2019
★★★★★

Wow. Our house had looked tired and worn for several years, and now it looks updated, fresh and fantastic. Dalton was personable, knowledgeable and professional, and consistently responded promptly to questions I had. We felt the bid was competitive, and Aidan, Carlos and Luis worked well together when installing the James Hardie siding.

COMMENT
Additional Comment
Nov 01, 2019

Dalton was awesome. He was the overseer of everything. He ensured we were happy with the work that was being done.

COMMENT
Additional Comment
Nov 01, 2019

They were very in tune with what we wanted. They couldn't have done a better job. The quality was outstanding.

COMMENT
Additional Comment
Nov 01, 2019

I shared them with my Facebook page.

REVIEW
Debbie D.
Overland PAark, KS
Nov 01, 2019
★★★★★

We could not be happier with the work that Sure Point did on our house. It was a huge job and they did an absolutely awesome job from start to finish. We highly recommend them.

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COMMENT
Additional Comment
Sep 24, 2019

I would like to recognize the guy that was the lead of the siding crew. He was wonderful and took the time to explain what they were doing. Also, Tito, the head of the painters, he was amazing. It was wonderful, it was a really great experience all the way around.

COMMENT
Additional Comment
Sep 24, 2019

It was above and beyond all the way, first-class.

COMMENT
Additional Comment
Sep 24, 2019

I was satisfied with everything, the quality, and the workers. He suggested some colors, they were perfect. It was just amazing and it is beautiful now.

REVIEW
Linda F.
Sep 24, 2019
★★★★★

They weren't the lowest but their bid was very detailed and it didn't cost a penny more than they quoted. They started and finished when they said they would and they came back and made sure I was happy with everything. The workers were amazing and Dalton was amazing. I have already recommended them to several others. They were one of the best companies I have ever worked with, it is amazing. His teams are all amazing. They were very kind, very clean, and polite. I just can't say enough good about them.

COMMENT
Additional Comment
Aug 10, 2019

Dalton was available throughout the project to answer any questions.

COMMENT
Additional Comment
Aug 10, 2019

Dalton and all of the crew who worked on my home.

COMMENT
Additional Comment
Aug 10, 2019

None

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COMMENT
Additional Comment
Aug 10, 2019

Every aspect of the job.

COMMENT
Additional Comment
Aug 10, 2019

My neighbors took his flyer and have commented they are going to call in the future.

REVIEW
Carla H.
Aug 10, 2019
★★★★★

Dalton was a life saver. Our siding was leaking causing damage to our ceiling and carpet. He replaced all the old vinyl siding with hardie board. My home looks beautiful. His staff was very polite and the quality of work is impressive. My neighbors have commented on the difference in our home and took his information for future use. This was a worry free project as I trusted Dalton to do quality work and he definitely delivered. The cost was very reasonable and I couldn't be happier with how my home looks.

REVIEW
Jed R.
Overland Park, KS
Jul 11, 2019
★★★★★

Dalton and his crew were extremely professional. The site was kept clean and organized each evening. The crew was respectful and timely. Dalton was very accessible and responsive throughout the entire project. Dalton timely answered all questions and addressed any concerns. We are very satisfied with the entire project.

COMMENT
Additional Comment
Jun 24, 2019

They were very professional and quick getting the house done. They showed up early in the morning but always checked to make sure that was okay. They worked all day with the exception of eating lunch.

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