

CUSTOMER FEEDBACK REPORT *for*

# XL Contracting



COMMENT  
Additional Comment  
Aug 17, 2019

David the salesman we talked to

COMMENT  
Additional Comment  
Aug 17, 2019

Customer service was great. He was very accommodating and kind. I did not feel pressured to buy.

REVIEW  
David B.  
NULL, IL  
Aug 17, 2019  
★★★★★

The experience was prompt, and to the point. No upselling, no gimmicks. They worked with our schedules to make meetings and were courteous and likeable. Roof looks nice, has no leaks. There were only about 10 nails in the area around the house when they were done. The installers only had one person who spoke english, but they definitely knew thier business. Price was on par with other offers. Would reccomend.

COMMENT  
Additional Comment  
Mar 13, 2018

I would like to recognize Jeremy Crabtree for his exceptional service.

COMMENT  
Additional Comment  
Mar 13, 2018

I was most satisfied with the overall experience of getting a new roof.

REVIEW  
Mike M.  
Caledonia, IL  
Mar 13, 2018  
★★★★★

Superior customer service and workmanship!

COMMENT  
Additional Comment  
Feb 14, 2018

I was satisfied that they got it done fast.

COMMENT  
Additional Comment  
Feb 14, 2018

I would recognize the sales representative for exceptional service.

COMMENT  
Additional Comment  
Feb 14, 2018

I was most satisfied with the overall end of the project. It was good.

11718 Main St  
Roscoe , IL 61073  
(844) 500-9595  
xl-contracting.com

## **GUILDMEMBER SINCE 2016**

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

We have surveyed customers on behalf of XL Contracting in Machesney Park, IL; Beloit, WI; Rockford, IL; Loves Park, IL; Janesville, WI; Madison, WI; Roscoe, IL; Belvidere, IL; Null, IL; Rockton, IL; and 18 other cities in Illinois and Wisconsin.

In this report, XL Contracting has published a summary of the customer feedback they've received since they joined GuildQuality in June 2016. In that time, 59 out of 106 customers (56%) responded to a GuildQuality satisfaction survey, with the most recent response in August 2019.

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COMMENT  
Additional Comment  
Feb 05, 2018

I would like to recognize Ryan for his exceptional service.

COMMENT  
Additional Comment  
Feb 05, 2018

I was most satisfied with how they did the job on time and did it well.

COMMENT  
Additional Comment  
Feb 02, 2018

I was most satisfied with the professionalism, the quality of their work, the speed at which they completed the job and the assistance they gave me when working with the insurance company.

COMMENT  
Additional Comment  
Jan 29, 2018

I would give them thumbs up across the board.

COMMENT  
Additional Comment  
Jan 26, 2018

I was totally satisfied. They were outstanding.

COMMENT  
Additional Comment  
Jan 26, 2018

I would like to recognize Ryan for his exceptional service; he was friendly and courteous.

COMMENT  
Additional Comment  
Jan 26, 2018

I was most satisfied with the way they did the job. They were very efficient.

COMMENT  
Additional Comment  
Jan 18, 2018

Dave was great.

COMMENT  
Additional Comment  
Jan 18, 2018

Dave kept in touch and gave me info on what is going on and about the timeline.

COMMENT  
Additional Comment  
Jan 16, 2018

They were good all the way around.

COMMENT  
Additional Comment  
Jan 16, 2018

I would like to recognize Jamie, salesman.

COMMENT  
Additional Comment  
Nov 21, 2017

David has a wonderful personality. He takes into consideration your wants, needs, and time. He is very professional.

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COMMENT  
Additional Comment  
Nov 21, 2017

David did a wonderful job!

COMMENT  
Additional Comment  
Nov 21, 2017

I was most satisfied with their communication.

COMMENT  
Additional Comment  
Nov 16, 2017

I would like to recognize David all the way.

COMMENT  
Additional Comment  
Nov 16, 2017

I was most satisfied with the speed in which they got our roof completed and the time that David took to be sure that we knew what was going on every step of the way. It was an amazing deal we got on the roof.

REVIEW  
Dayton B.  
Beloit, WI  
Nov 16, 2017  
★★★★★

The quality of work was phenomenal. The staff was very knowledgeable and friendly. We couldn't be happier with our new roof.

COMMENT  
Additional Comment  
Nov 15, 2017

David Wandell was great. He made the difference between picking another contractor and XL.

COMMENT  
Additional Comment  
Nov 09, 2017

I was most satisfied with how well it went. There were no issues.

COMMENT  
Additional Comment  
Nov 07, 2017

Justin for being insistent with my insurance co. regarding a full replacement of the roofing.

COMMENT  
Additional Comment  
Nov 07, 2017

none

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