

CUSTOMER FEEDBACK REPORT *for*
Airoom Architects, Builders and Remodelers



6825 N. Lincoln Ave.
Lincolnwood , IL 60712
(847) 213-5120
www.airoom.com

GUILDMEMBER SINCE 2010

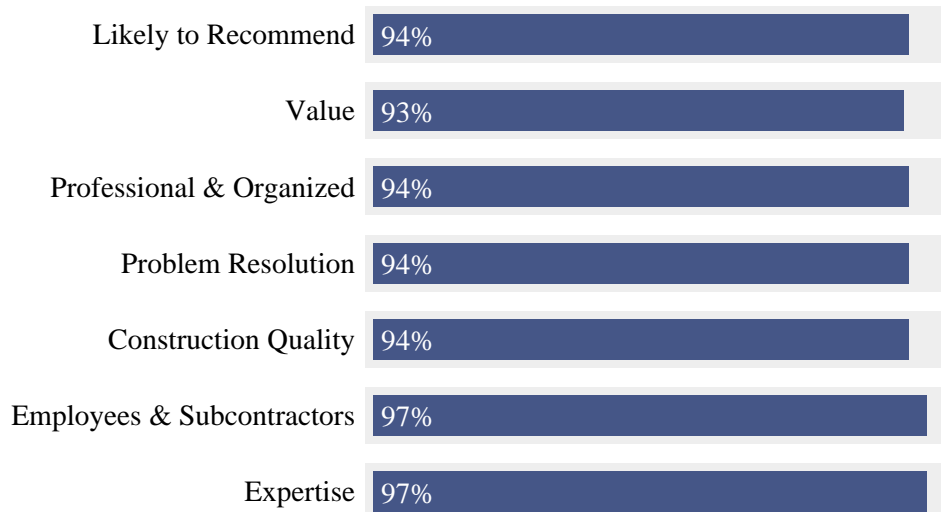
As a GuildQuality Guildmember, Airoom Architects, Builders and Remodelers relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Airoom Architects, Builders and Remodelers in Chicago, IL; Naperville, IL; Wheaton, IL; Park Ridge, IL; Highland Park, IL; Skokie, IL; Northbrook, IL; Evanston, IL; Oak Park, IL; Winnetka, IL; and 89 other cities in Illinois.

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Customer Feedback Summary

Of 491 customers surveyed, 271 responded



Recent Reviews & Published Comments

COMMENT

Additional Comment
Aug 29, 2019

I would rate them a 3 for their organization and a 4 for professionalism.

COMMENT

Additional Comment
Aug 29, 2019

I would rate the employees a 4, and the subcontractors a 3.

COMMENT

Additional Comment
Aug 29, 2019

The interior architect who designed and worked to help us resolve onsite modifications to the plan based on the limitations of the house. She was phenomenal, and her vision was extraordinary. Her coordination for the project ongoing after the project was underway was really very helpful.

Airoom Architects, Builders and Remodelers



COMMENT

Additional Comment
Aug 01, 2019

Our supervisor, Bob, was fantastic. He came up with his own ideas to make the design plans work. Even when he had to give us bad news about plumbing, electrical, HVAC, he had already considered solutions and budget. He gave us a few alternatives. He quickly learned our values and worked within those to get the project done. The other highlight in working with Airoom was Robyn Rue. Robyn also seemed to immediately hear what our "style" was and this helped streamline the process quickly. Even as I talked about an idea, Robyn was designing it into reality. She was also great about decor. She made time for my questions both via email and phone. She even squeezed in an extra quick consult about paint color.

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REVIEW

Patrick D.
Oak Park, IL
Aug 01, 2019
★★★★★

This is our third project with Airoom and we are fully satisfied. We are not DIYers when it comes to construction and the fact that Airoom takes care of every detail (except painting and carpeting) made each project run smoothly. Our general supervisor was fantastic. Highly communicative both when reporting on progress as well as when there were snags. He was deliberate, thorough and came up with several ideas that helped the project work even better. The design team was highly knowledgeable and listened well to our preferences. Airoom knows what they are doing. Whether the project is large or small, their care is evident. Yes, you will pay slightly more than you would if you did the work yourself, but for us the value was returned again and again. If you hire Airoom, you seriously will not have to worry about a thing.

REVIEW

Kevin H.
Northbrook, IL
Apr 01, 2019
★★★★★

The Airoom staff was there for us from start to finish. We are extremely happy with the workmanship and professionalism of all employees associated with our project (Marv, Les, Maida, Pam). Our team of remodelers and designers did the best they could within our budget to make sure we received all our wishes. My wife and I are extremely happy with the final product and would recommend Airoom to anyone looking for a kitchen remodeler.

COMMENT

Additional Comment
May 10, 2018

I was most satisfied with the design and the workmanship.

COMMENT

Additional Comment
May 10, 2018

My family has used them in the past.

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COMMENT
Additional Comment
Apr 24, 2018

I was satisfied with the project superintendent, Bob Crider, he was amazing.

COMMENT
Additional Comment
Apr 24, 2018

The reputation and my mom previously used you is how I knew of you guys.

COMMENT
Additional Comment
Feb 06, 2018

I was most satisfied with the selection process, having everything in one location where we could see all of the samples, and the people who helped us through that process.

COMMENT
Additional Comment
Feb 06, 2018

I have seen Airoom Architects, Builders and Remodelers advertising for years. We planned doing a remodel on a existing house and it kind of just expanded from there. Airoom Architects, Builders and Remodelers took care of everything which was very important.

COMMENT
Additional Comment
Feb 06, 2018

Airoom is perfect if you don't have enough time to do remodeling. I am lucky that I got a good superintendent. My superintendents name was Craig, but I forgot his last name. A good superintendent is important.

COMMENT
Additional Comment
Feb 06, 2018

I was most satisfied that they were professional. You basically get to Airoom and you don't need to worry about it.

COMMENT
Additional Comment
Feb 06, 2018

I highly recommend the company.

COMMENT
Additional Comment
Oct 24, 2017

Overall, we've been really satisfied with them.

COMMENT
Additional Comment
Oct 24, 2017

90% of the time it was a 4 and 10% of the time it was a 2.

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COMMENT
Additional Comment
Oct 24, 2017

It was nice that they were in one shop. They brought our vision to life and the 10-year warranty has paid for itself. Any problems have been resolved.

COMMENT
Additional Comment
Oct 24, 2017

Word of mouth and online.

REVIEW
Tony L.
Plainfield, IL
Oct 18, 2017
★★★★★

The service and design was exactly what we expected. It exceed our expectations.

COMMENT
Additional Comment
Oct 10, 2017

The design people were excellent. Anyone that we dealt with had great communication skills. You didn't have to worry about someone not getting back to you. They made us feel like we were their only customers like they didn't have anything else to do but talk to Ron & Carol.

COMMENT
Additional Comment
Oct 10, 2017

I heard about Airoom Architects, Builders and Remodelers through various advertisements over the years. I have always known about them and knew they had a good reputation so we knew that is who we were going to go with. They handle everything from beginning to end. You can trust them to take care of whatever needs to be done.

COMMENT
Additional Comment
Aug 15, 2017

Our supervisor, Craig was very confident and moved things along and kept us very well informed. Also Lance was great, he came in and was very helpful when we had to redesign. We were very satisfied with him.

COMMENT
Additional Comment
Aug 15, 2017

From friends of ours.

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COMMENT
Additional Comment
Aug 01, 2017

Dean was terrific.

REVIEW
Kathleen H.
Buffalo Grove, IL
Aug 01, 2017

Dean Thomas was in charge on-site, and was absolutely wonderful to work with.



COMMENT
Additional Comment
Jul 26, 2017

I was most satisfied with the professionalism of the supervisor/superintendent. He always followed up to make sure things were done and if there were changes he let us know in advance.

COMMENT
Additional Comment
Jul 26, 2017

We live in the area so we chose to give Airoom Architects, Builders and Remodelers a try. We looked them up online and everyone who left reviews had positive things to say.

REVIEW
Al D.
Chicago, IL
Jul 26, 2017
★★★★★

Based on stories that we have heard from friends who have used other companies/businesses, Airoom Architects, Builders and Remodelers has done a stellar job.

COMMENT
Additional Comment
May 27, 2017

I was satisfied with how our kitchen turned out. It works great and looks nice.

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