

# CUSTOMER FEEDBACK REPORT *for* Ameristar Roofing & Restoration



## Customer Feedback Summary

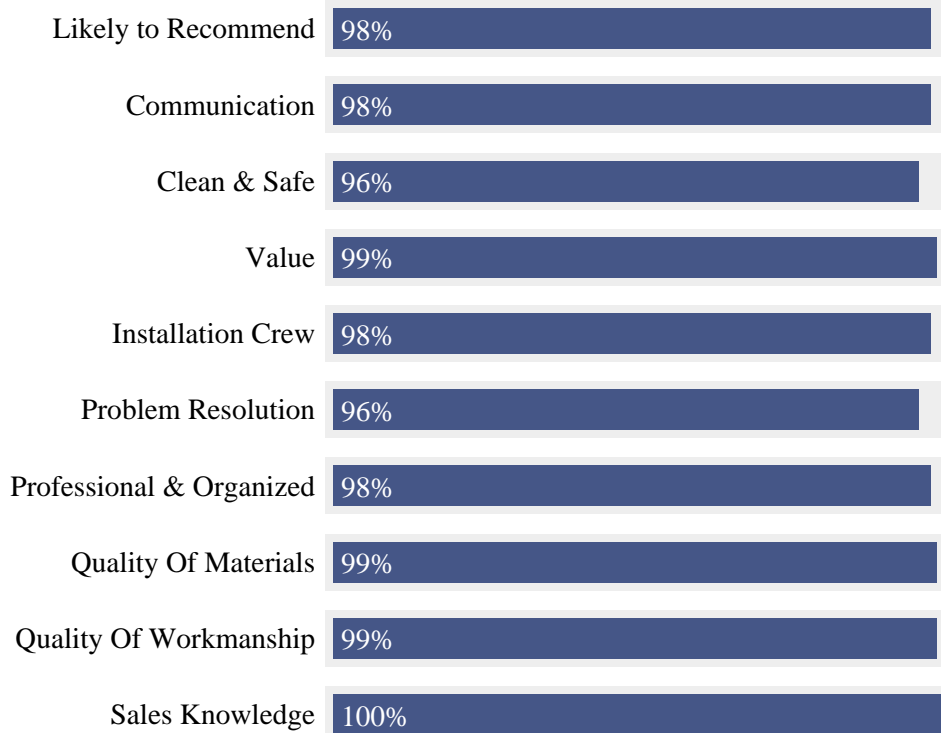
*Of 441 customers surveyed, 266 responded*

709 NE 76th Street  
Gladstone , MO 64118  
(816) 415-4230

### GUILDMEMBER SINCE 2013

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

We have surveyed customers on behalf of Ameristar Roofing & Restoration in Kansas City, MO; Liberty, MO; Gladstone, MO; Smithville, MO; Overland Park, KS; Shawnee, KS; Parkville, MO; Independence, MO; Pleasant Valley, MO; Kearney, MO; and 62 other cities in Kansas, Missouri, Texas and Tennessee.



## Recent Reviews & Published Comments

### REVIEW

Tama A.  
Kansas City, KS  
Feb 05, 2018



I would highly recommend them. I have used them and will continue to use them in the future. I was extremely satisfied.

### REVIEW

Jodi B.  
Gladstone, MO  
Jan 26, 2018



They did a great job and I would highly recommend them!

### COMMENT

Additional Comment  
Jan 24, 2018

Travis went out of his way to insure that everything went perfectly.

## CUSTOMER FEEDBACK REPORT *for* Ameristar Roofing & Restoration



### REVIEW

Raj G.  
Kansas City, MO  
Dec 18, 2017



They did a great job and I'm very happy with their exceptional work.

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### REVIEW

John L.  
Independence, MO  
Dec 07, 2017



Stephen was very professional. He got in and gave me an estimate and got the job done in professional manner. I would highly recommend them to friends and family or anyone else.

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### REVIEW

Grace C.  
Liberty, MO  
Dec 07, 2017



Ameristar Roofing & Restoration is a first class organization. All work was done as agreed at a fair price. I would use them again and again!

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### COMMENT

Additional Comment  
Oct 04, 2017

Thanks for a job well done.

### COMMENT

Additional Comment  
Oct 04, 2017

Steven, I only dealt with him and he did a good job.

### COMMENT

Additional Comment  
Oct 04, 2017

They met and exceeded my expectations. You are treated like you expect to be treated.

### REVIEW

Michael H.  
Liberty, MO  
Oct 04, 2017



It was a very favorable experience. They delivered first class service and did everything they said they would do. I would highly recommend them.

### COMMENT

Additional Comment  
Oct 02, 2017

I am most satisfied with the end product. It looked great.

### COMMENT

Additional Comment  
Oct 02, 2017

I would like to recognize Don Yates and Adam.

## CUSTOMER FEEDBACK REPORT *for* Ameristar Roofing & Restoration



### COMMENT

Additional Comment  
Oct 02, 2017

=I am most satisfied with the communication and the quality of the work. They were both excellent.

### REVIEW

Brian D.  
Smithville, MO  
Oct 02, 2017



Professional services and quality staff.

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### COMMENT

Additional Comment  
Oct 02, 2017

I was most satisfied with the speed in which the job was completed and how they cleaned up.

### REVIEW

Dennis P.  
Gladstone, MO  
Oct 02, 2017



Ameristar Roofing & Restoration is an excellent company to work with and have a fine achievement of the work.

### COMMENT

Additional Comment  
Oct 02, 2017

I'd like to recognize the site supervisor, John. He was excellent. Very good at explaining things, very professional and communicated well.

### COMMENT

Additional Comment  
Oct 02, 2017

I was most satisfied with the explanation of what they were going to do, and the detailed answers that they gave.

### REVIEW

Les .  
Kansas City , MO  
Aug 22, 2017



John Yates was very knowledgeable and helpful in dealing with my insurance company.

### REVIEW

David .  
Parkville , MO  
Aug 21, 2017



John did an excellent job taking care of the roofing repair we needed from start to finish.

## CUSTOMER FEEDBACK REPORT *for* Ameristar Roofing & Restoration



### REVIEW

Tom S.  
Liberty, MO  
Aug 01, 2017  
★★★★★

They had to carry the bundles of shingles up to the roof. They did not set them down gently. They just dropped the bundles from their shoulders on to the roof. I was home at the time and wondering if the bundles were going to come right through.

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### REVIEW

Marjorie L.  
8168636540, MO  
Jul 27, 2017  
★★★★★

Stephen was really pleasant and went beyond being helpful.

### GUILDMEMBER SINCE 2013

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### REVIEW

Kathleen L.  
Independence , MO  
Jul 26, 2017  
★★★★★

Ameristar was very professional and helpful with all my needs. Tara was wonderful.

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### REVIEW

Steve .  
Liberty, MO  
Jul 26, 2017  
★★★★★

Great company, works for you in all aspects.

### REVIEW

Therese R.  
Liberty, MO  
Jul 25, 2017  
★★★★★

This is the second time I have used them and I would highly recommend them to anyone.

### REVIEW

James C.  
Liberty , MO  
Jul 25, 2017  
★★★★★

Stephen was great to work with. We were always able to reach him and he returned our calls quickly. He was very professional and he took care of everything. We have no issues at all

### REVIEW

Tom N.  
Liberty, MO  
Jul 25, 2017  
★★★★★

They were very knowledgeable, professional, on time, and did quality work!

## CUSTOMER FEEDBACK REPORT *for* **Ameristar Roofing & Restoration**



### REVIEW

Carrie .  
Gardner , KS  
Jun 20, 2017



Ameristar was prompt in calling us back when no other roofing company would. They did an excellent job on our roof.

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### REVIEW

Marilyn .  
Gladstone, MO  
Feb 24, 2017



They worked with my insurance company on my behalf, and met the adjuster at the property to ensure the insurance company was aware of all of the damage.

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### REVIEW

Steve D.  
Liberty , MO  
Feb 13, 2017



Ameristar Roofing & Restoration is a great company. Both Stephen and John were great to work to work with.

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