

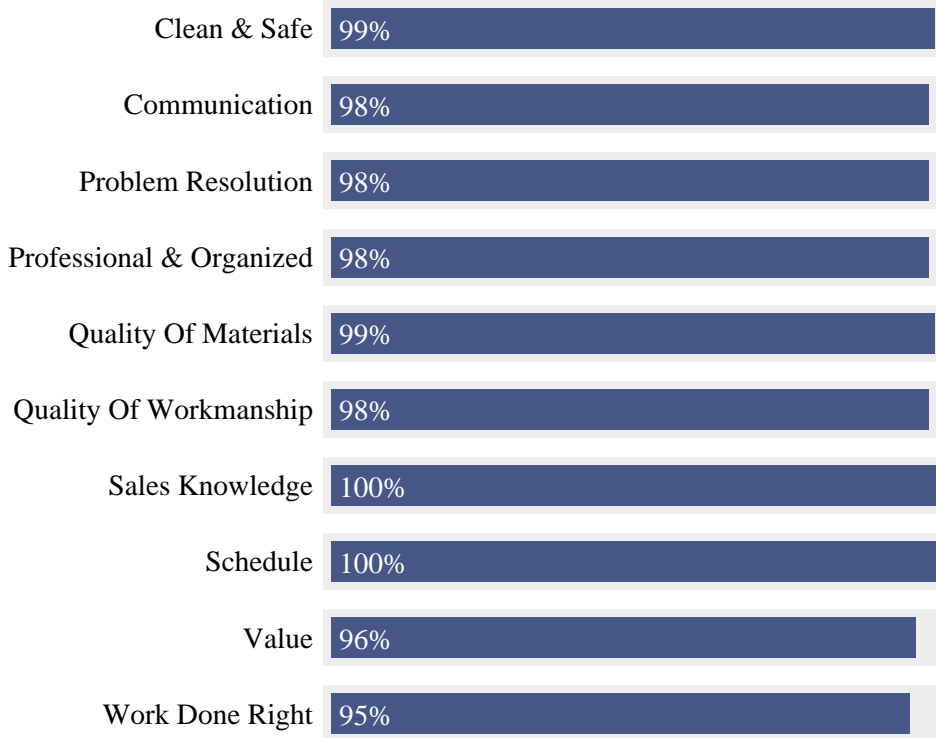
CUSTOMER FEEDBACK REPORT *for*
Fresh Coat Painters of North Austin



Customer Feedback Summary

Of 193 customers surveyed, 116 responded

Cedar Park , TX 78613
(512) 598-5312



GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, Fresh Coat Painters of North Austin relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Fresh Coat Painters of North Austin in Austin, TX; Cedar Park, TX; Leander, TX; Round Rock, TX; Liberty Hill, TX; Hutto, TX; Georgetown, TX; and Raleigh, NC.

In this report, Fresh Coat Painters of North Austin has published a summary of the customer feedback they've received since they joined GuildQuality in September 2016. In that time, 116 out of 193 customers (60%) responded to a GuildQuality satisfaction survey, with the most recent response in October 2019.

Recent Reviews & Published Comments

REVIEW

Eric B.
Leander, TX
Jun 12, 2019



Karen, the owner, is friendly and professional.

REVIEW

Kristen B.
Cedar Park, TX
Jun 07, 2019



Wonderful experience from start to finish!Karen really goes above and beyond!

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REVIEW

Miyako Y.
Austin, TX
May 15, 2019



Karen has built a solid franchise with FCP. Professional contract, fair prices, and a schedule adherence to make you smile. Good job!

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REVIEW

Phillip S.
Leander, TX
May 09, 2019



I recieved a quality job at the time we agreed. I am satisfied with the outcome.

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REVIEW

Andy S.
Cedar Park, TX
Mar 05, 2019



They were great and easy to work with.

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REVIEW

Rebecca H.
Austin, TX
Mar 01, 2019



Karen the owner was so nice and professional and the painter she sent , Willy, was awesome ! He did a beautiful job, was so nice and friendly , right on time and will definitely request him for my next project !

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REVIEW

Meg M.
Cedar Park, TX
Feb 11, 2019



Great Job!

REVIEW

Brendon R.
Georgetown , TX
Feb 11, 2019



Very Happy with the work that Fresh Coat did on our kitchen. We had all of our cabinets painted from a dark walnut to ivory lace white. We interviewed a total of 3 painting companies. We selected Fresh Coat based on experience, trust, price and availability. The team did great work and would highly recommend to anyone looking for painters.

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REVIEW

Charles S.
Austin, TX
Dec 11, 2018
★★★★★

If no questions were asked, I would definitely use Karen again and I highly recommend her crew. This would be the third job that Fresh Coat Painters has done for me and this one was a personal job. The crew met and most certainly exceeded my expectations. I am very impressed with the paint color suggestion and paint finishes by the crew as well as them matching the vision that I had created. It was almost as if I had an interior designer, except without having to pay the price for one.

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REVIEW

Larry S.
Cedar Park, TX
Nov 19, 2018
★★★★★

The crew were clean and neat. A really good finished product.

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REVIEW

Sally L.
Austin, TX
Nov 19, 2018
★★★★★

Karen treated us as family, provided a professional, detailed job. She worked around our schedule. Willie, the painter, was detail oriented, on time, respectful, and professional. Would use Fresh Coat Painters again!! Highly recommended.

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REVIEW

Anna W.
Leander, TX
Nov 08, 2018
★★★★★

They were very friendly and responded quickly. They did a wonderful job.

REVIEW

Marty H.
Leander, TX
Nov 01, 2018
★★★★★

I strongly recommend them, and I will use them again.

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REVIEW
Hyland C.
Round Rock, TX
Oct 12, 2018
★★★★★

They did go out of their way a couple of times to help me out, which was not written in the contract. They just took care of it anyway. I made a few request after the contract and they were happy to work with me on that.

REVIEW
Kim L.
Leander, TX
Sep 26, 2018
★★★★★

I loved the work and will have them back again

REVIEW
Doran P.
Leander, TX
Sep 11, 2018
★★★★★

You would not believe the high quality of the work, and of the customer service. Their standard painting was amazing, but where they blew me away was with custom stripes on walls, painting ceilings white, and painting cabinets.

REVIEW
Nick S.
Cedar Park, TX
Aug 29, 2018
★★★★★

We are very happy with Fresh Coat Painters, the project came out great.

REVIEW
Amy S.
Leander, TX
Jul 27, 2018
★★★★★

Karen from Fresh Coat Painters is professional, friendly and delivers what she promises. I highly recommend her for your painting needs.

REVIEW
Mary S.
Cedar Park, TX
Jul 01, 2018
★★★★★

Very professional staff and performance. Highly recommend!

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REVIEW

Laura N.
Austin, TX
Jun 05, 2018
★★★★★

I like that Karen herself brings the product and checks on her crews multiple times during the painting. I was a little disappointed that two of the crew ended up only coming on one day, so the project was delayed two days, but truly the work is done to perfection so I was okay with the tradeoff!

REVIEW

Linda A.
Cedar Park, TX
May 04, 2018
★★★★★

Very patient in helping me pick a color, and it was done very well. Excellent job, and I can't say anything but nice things.

REVIEW

John M.
Austin, TX
May 02, 2018
★★★★★

Karen and her crew did a perfect job! From helping select the color scheme and the type of paint, to doing a perfect job, all the while sticking to the budget, nothing could have been done better! Hire them, you won't regret it.

REVIEW

J.C.S.
Leander, TX
Apr 20, 2018
★★★★★

Excellent service, quality, people, and price. We will use the company again and will continue to recommend them.

REVIEW

G.L.M.
Austin, TX
Apr 09, 2018
★★★★★

I was very impressed with Karen's professional approach, her promptness in responding to my call for an estimate, as well as the presentation of the estimate itself, and her follow-up inspection of the job. All done in a very timely manner.

REVIEW

Dee N.
Cedar Park, TX
Feb 06, 2018
★★★★★

Great job! Very happy!

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REVIEW

Rejeana B.
Austin, TX
Feb 05, 2018



They did a great job. They were prompt, knowledgeable and professional. Ray & Karen and also the instillation crew did a great job.

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REVIEW

Mike R.
Cedar Park, TX
Dec 14, 2017



Karen was nice to work with and allowed me to customize my job to meet my budget and needs. The crew was courteous and personable. They did a great job and completed it quickly.

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REVIEW

Jeffrey C.
Cedar Park, TX
Dec 06, 2017



We used FreshCoat Painting to have some exterior painting done for the first time and we are very pleased with the results. They did a get job and are very knowledgeable and easy to work with.

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REVIEW

Joseph R.
Hutto, TX
Nov 27, 2017



Service was fine. I had no problems with it.

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REVIEW

Tonya C.
Austin, TX
Nov 17, 2017



Karen and her staff were great to work with. They were pleasant, helpful, and obviously strive to do good work, which is all surprisingly hard to find. They were very patient, even when I questioned the color I chose after they had started the job. Their prices were reasonable for the quality of work they provided. They did a great job, stuck to their schedule and were nice to work with. I also like that the whole team is made up of employees, not random contractors. The difference is clear in their attitude and quality of their work.