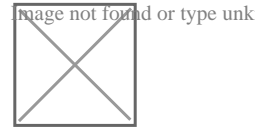


CUSTOMER FEEDBACK REPORT *for*
Fresh Coat Painters of Rochester



REVIEW

Jeff H.
Chili, NY
Apr 06, 2020
★★★★★

I was really impressed with how quickly they got it done. They said that they would take 2 weeks but they got it done in a week and a half. They pushed to finish it. They even came on a weekend.

Victor , NY 14564
(585) 332-4833

COMMENT

Additional Comment
Feb 22, 2020

Speed and timeliness of work.

COMMENT

Additional Comment
Mar 27, 2019

I was also impressed with Darren's itemized estimate for the painting work. He brought his computer with him into our home and also explained how his business with his painters is a "partnership." I found that very rare in this day and age! Thank you, Darren and good luck!

COMMENT

Additional Comment
Mar 27, 2019

I would like to recognize Jonathan and Nick for their special talents and taking such care with the painting in a small area. They were neat and quick and very polite!

COMMENT

Additional Comment
Mar 27, 2019

I was most impressed with Darren's accessibility...He was so easy to talk to on the phone, and I was amazed that he answered the phone every time I called with a question...I only left a message once, and he promptly returned my call...That is so rare these days!

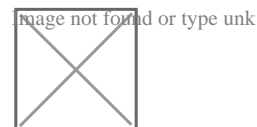
GUILDMEMBER SINCE 2019

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

We have surveyed customers on behalf of Fresh Coat Painters of Rochester in Rochester, NY; Fairport, NY; Pittsford, NY; Farmington, NY; Penn Yan, NY; Henrietta, NY; Sodus Point, NY; Geneva, NY; and Chili, NY.

In this report, Fresh Coat Painters of Rochester has published a summary of the customer feedback they've received since they joined GuildQuality in January 2019. In that time, 9 out of 23 customers (39%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2020.

CUSTOMER FEEDBACK REPORT *for*
Fresh Coat Painters of Rochester



REVIEW

Marypat W.
Fairport , NY
Mar 27, 2019
★★★★★

We just had Darren and his staff paint our kitchen. Their work was excellent! They took away our cabinetdoors and the doors came back feeling and looking as smooth as glass! Darren answered the phoneevery single time I called him...The best part is that I had forgotten that I had given him a deposit andhe reminded me! Good luck with your expansion, Darren!

Comment from Fresh Coat Painters of Rochester

Mary Pat, appreciate the kind words and it was a pleasure working with you. My team and i strive for excellence and customer happiness and satisfcation is our priority. Thank you for your business!

COMMENT

Additional Comment
Mar 25, 2019

Professional, detailed quote provided. Willingness to come back and repaint an area where I had inadvertently made a long scratch when rehanging art work.

COMMENT

Additional Comment
Mar 12, 2019

We were moving in to a new place and had very little time. Darren and crew actually did the work the day after we contracted with them. Were profrssional, expert, and pleasant.

Victor , NY 14564
(585) 332-4833

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