

CUSTOMER FEEDBACK REPORT *for*
Tony William Roofing & Exteriors

Customer Feedback Summary

Of 105 customers surveyed, 71 responded



Recent Reviews & Published Comments

REVIEW

Wendy G.
Calgary, AB
Feb 24, 2017



Quick, professional reply to initial inquiry. Good visit to check house and work needed. Good price quote. Quickly finished job.

REVIEW

K.B.B.
Calgary, AB
Jan 11, 2017



Steve and his Team were as professional as they come. Tony William Exteriors did an outstanding job for us and we recommend them very highly.

REVIEW

E.G.J.
Calgary, AB
Jun 20, 2016



The staff at Tony William went above and beyond to make the exterior of our home look the best in our neighbourhood. As with any renovation project there were issues, however the staff was receptive to our concerns and came up with creative solutions to address those concerns.



160 Quarry Park Blvd.
Suite 300
Calgary , AB T2C 3G3
(403) 454-1366
www.tonywilliam.com

GUILDMEMBER SINCE 2015

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

We have surveyed customers on behalf of Tony William Roofing & Exteriors in Calgary, AB; Airdrie, AB; Okotoks, AB; Chestermere, AB; Dewinton, AB; Didsbury, AB; Priddis, AB; Vulcan, AB; Milarville, AB; Rockyview, AB; and 4 other cities in Alberta.

In this report, Tony William Roofing & Exteriors has published a summary of the customer feedback they've received since they joined GuildQuality in June 2015. In that time, 71 out of 105 customers (68%) responded to a GuildQuality satisfaction survey, with the most recent response in March 2017.

CUSTOMER FEEDBACK REPORT *for*
Tony William Roofing & Exteriors



REVIEW

Maureen C.
Calgary, AB
Dec 29, 2015



Tony William Roofing & Exteriors was an excellent company to deal with and dealt with our requests in a timely manner. We were very pleased with their knowledge and expertise for our project. The staff and crew were extremely skilled and great to have onsite.

REVIEW

Aaron G.
Calgary, AB
Dec 27, 2015



Very happy with the workmanship and efficient execution of work. We also had some specific details which were completed to expectation. Area was clean and garden areas respected and undamaged after extensive work.

REVIEW

Myles S.
Calgary, AB
Sep 18, 2015



Thanks to Chris, Alex and Lauren for taking care of things for me. We love our new roof!!

COMMENT

Additional Comment
Sep 15, 2015

Courteous and polite staff. The on site work crew were hard working and took care to do a good quality job.

REVIEW

Dan O.
Calgary, AB
Aug 18, 2015



Tony Williams staff went above and beyond to ensure that we were satisfied with the work that was done on our home. We would recommend them to anyone looking for high quality exterior work, fair pricing and great customer service. Dan O

COMMENT

Additional Comment
Aug 17, 2015

None.

COMMENT

Additional Comment
Aug 17, 2015

Professionalism, Workmanship,

COMMENT

Additional Comment
Aug 17, 2015

A Tony Williams sign in our area

160 Quarry Park Blvd.
Suite 300
Calgary , AB T2C 3G3
(403) 454-1366
www.tonywilliam.com

GUILDMEMBER SINCE 2015

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

We have surveyed customers on behalf of Tony William Roofing & Exteriors in Calgary, AB; Airdrie, AB; Okotoks, AB; Chestermere, AB; Dewinton, AB; Didsbury, AB; Priddis, AB; Vulcan, AB; Milarville, AB; Rockyview, AB; and 4 other cities in Alberta.

In this report, Tony William Roofing & Exteriors has published a summary of the customer feedback they've received since they joined GuildQuality in June 2015. In that time, 71 out of 105 customers (68%) responded to a GuildQuality satisfaction survey, with the most recent response in March 2017.

CUSTOMER FEEDBACK REPORT *for*
Tony William Roofing & Exteriors



COMMENT referral
Additional Comment
Aug 13, 2015

COMMENT Jason was great!
Additional Comment
Aug 13, 2015

COMMENT I am satisfied overall! They did exactly what they said
Additional Comment they would when they said they would do it!
Aug 13, 2015

COMMENT I was referred.
Additional Comment
Aug 13, 2015

COMMENT The dispatch person had exceptional service.
Additional Comment
Aug 13, 2015

COMMENT They did not fall short of my expectations.
Additional Comment
Aug 13, 2015

COMMENT I was most satisfied that they finished the job in a
Additional Comment timely manner.
Aug 13, 2015

COMMENT Not at this time but I would recommend them.
Additional Comment
Aug 13, 2015

COMMENT The internet
Additional Comment
Aug 13, 2015

COMMENT We love our new rubber roof!
Additional Comment
Aug 07, 2015

160 Quarry Park Blvd.
Suite 300
Calgary , AB T2C 3G3
(403) 454-1366
www.tonywilliam.com

GUILDMEMBER SINCE 2015

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

We have surveyed customers on behalf of Tony William Roofing & Exteriors in Calgary, AB; Airdrie, AB; Okotoks, AB; Chestermere, AB; Dewinton, AB; Didsbury, AB; Priddis, AB; Vulcan, AB; Milarville, AB; Rockyview, AB; and 4 other cities in Alberta.

In this report, Tony William Roofing & Exteriors has published a summary of the customer feedback they've received since they joined GuildQuality in June 2015. In that time, 71 out of 105 customers (68%) responded to a GuildQuality satisfaction survey, with the most recent response in March 2017.

CUSTOMER FEEDBACK REPORT *for*
Tony William Roofing & Exteriors



REVIEW

Dan M.
Calgary, AB
Aug 07, 2015
★★★★★

The overall value for our dollar was one of the best that we researched. We have worked with them before and were completely satisfied with the followup and after care. We would be confident in recommending them.

Comment from Tony William Roofing & Exteriors

Thank You so much for taking the time to participate in the survey. This valuable feedback allows us to improve upon areas in which we are not meeting our customer's expectations. We are delighted to hear you are happy with the finished product and appreciate your confidence in recommending us to others. We are grateful for customers like you!

COMMENT

Additional Comment
Aug 05, 2015

I was most satisfied with the sales presentation, the quality of materials and how quickly the roof was completed.

COMMENT

Additional Comment
Aug 05, 2015

I found their ad on the Home and Garden show.

REVIEW

Vivian F.
Calgary, AB
Aug 05, 2015
★★★★★

The sales manager was extremely professional and organized when we first met and always addressed any concerns that we had.

Comment from Tony William Roofing & Exteriors

Thank you so much for taking the time to participate in this survey. We are grateful for customers like you, and appreciate your valuable feedback. We are so glad you are pleased with your experience with Tony William Roofing & Exteriors! Cheers!

160 Quarry Park Blvd.
Suite 300
Calgary , AB T2C 3G3
(403) 454-1366
www.tonywilliam.com

GUILDMEMBER SINCE 2015

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

We have surveyed customers on behalf of Tony William Roofing & Exteriors in Calgary, AB; Airdrie, AB; Okotoks, AB; Chestermere, AB; Dewinton, AB; Didsbury, AB; Priddis, AB; Vulcan, AB; Milarville, AB; Rockyview, AB; and 4 other cities in Alberta.

In this report, Tony William Roofing & Exteriors has published a summary of the customer feedback they've received since they joined GuildQuality in June 2015. In that time, 71 out of 105 customers (68%) responded to a GuildQuality satisfaction survey, with the most recent response in March 2017.

CUSTOMER FEEDBACK REPORT *for*
Tony William Roofing & Exteriors



COMMENT
Additional Comment
Aug 05, 2015

Saw them at a Home Show and other family used them.

REVIEW
Melissa H.
Calgary, AB
Aug 05, 2015
★★★★★

I would highly recommend Tony Williams for anyone looking to replace their roof. I live in an area where we all had pine shake shingles so I had the opportunity to observe different roofing companies at work on my street and receive quotes from them. Tony Williams was by far and away the best roofing company I have ever seen. The jobs were done quickly and safely and the mess was contained. I have 3 dogs and prior to them leaving each evening they went through our lawn with a metal detector to make sure there were no nails. Their presentation is very well done. You understand all of the ins and outs of what needs to be done and what will be done. Chris English thoroughly explained our different options and the pros and cons of each one with no pressure. Their pricing was comparable to any other quote I received but Tony Williams far exceeded the other in the quality and service department.

Comment from Tony William Roofing & Exteriors

Wow Melissa! Thank You for your kind words and for taking the time to participate in this survey. We are thrilled that you had such a great experience with Tony William Roofing & Exteriors. There is no greater compliment than a happy customer, especially one who will refer us to their friends, family and neighbours. We are truly grateful for our amazing customers!

160 Quarry Park Blvd.
Suite 300
Calgary , AB T2C 3G3
(403) 454-1366
www.tonywilliam.com

GUILDMEMBER SINCE 2015

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

We have surveyed customers on behalf of Tony William Roofing & Exteriors in Calgary, AB; Airdrie, AB; Okotoks, AB; Chestermere, AB; Dewinton, AB; Didsbury, AB; Priddis, AB; Vulcan, AB; Milarville, AB; Rockyview, AB; and 4 other cities in Alberta.

In this report, Tony William Roofing & Exteriors has published a summary of the customer feedback they've received since they joined GuildQuality in June 2015. In that time, 71 out of 105 customers (68%) responded to a GuildQuality satisfaction survey, with the most recent response in March 2017.

CUSTOMER FEEDBACK REPORT *for*
Tony William Roofing & Exteriors

COMMENT

Additional Comment
Jul 13, 2015

I was most satisfied with the timely manner of the job,
and the quality.



160 Quarry Park Blvd.
Suite 300
Calgary , AB T2C 3G3
(403) 454-1366
www.tonywilliam.com

GUILDMEMBER SINCE 2015

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

We have surveyed customers on behalf of Tony William Roofing & Exteriors in Calgary, AB; Airdrie, AB; Okotoks, AB; Chestermere, AB; Dewinton, AB; Didsbury, AB; Priddis, AB; Vulcan, AB; Milarville, AB; Rockyview, AB; and 4 other cities in Alberta.

In this report, Tony William Roofing & Exteriors has published a summary of the customer feedback they've received since they joined GuildQuality in June 2015. In that time, 71 out of 105 customers (68%) responded to a GuildQuality satisfaction survey, with the most recent response in March 2017.