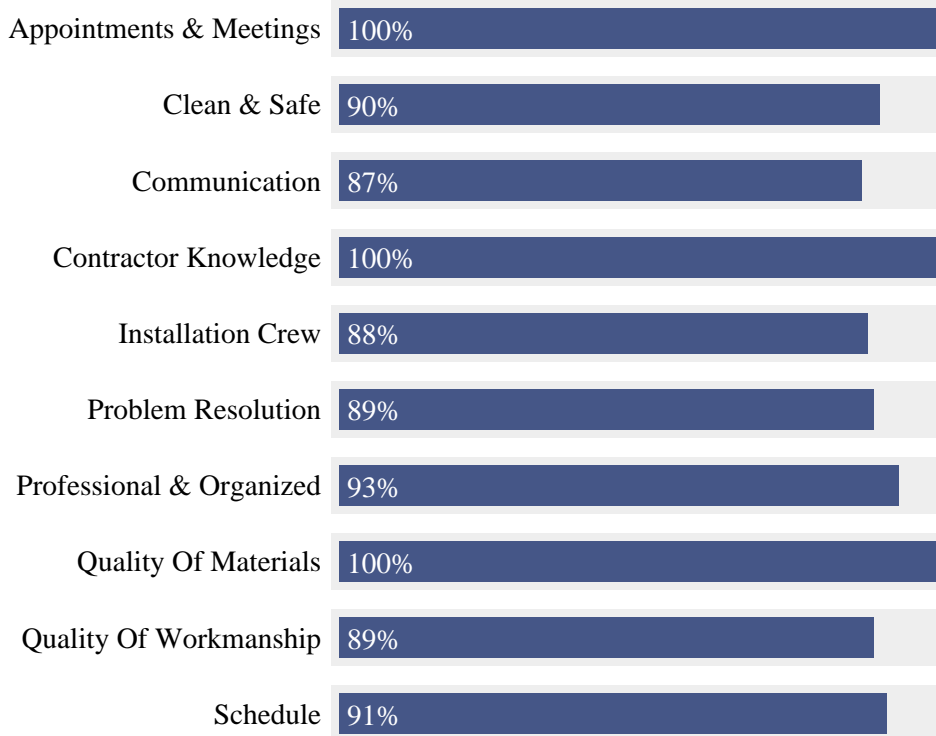


CUSTOMER FEEDBACK REPORT *for*
Emerson Enterprises Unlimited LLC

Customer Feedback Summary

Of 133 customers surveyed, 68 responded



11435 Strang Line Rd
Lenexa , KS 66215
(877) 436-3776

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, Emerson Enterprises Unlimited LLC relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Emerson Enterprises Unlimited LLC in Louisburg, KS; Kansas City, MO; Olathe, KS; Parkville, MO; Warrensburg, MO; Lee's Summit, MO; Kansas City, KS; Independence, MO; Liberty, MO; Cleveland, MO; and 34 other cities in Kansas and Missouri.

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Recent Reviews & Published Comments

REVIEW

Debbie K.
Lees Summit, MO
Oct 28, 2019



Emerson did a great job on our roof! It looks wonderful and the guttering. Steven worked very hard in getting us the best deal with our insurance. Had a lot of rain to deal with but Steven stuck with it to get the roof done quickly! We needed a lot done and I know the roof is the best quality and will last a long time. They finished it all in one day and cleaned up everything quickly. Steven is a good representative for Emerson and a good crew in getting the job done. Would recommend them all the way!!

CUSTOMER FEEDBACK REPORT *for*
Emerson Enterprises Unlimited LLC

REVIEW

Yuxue W.
Springfield, MO
Jul 14, 2019



We bought the house with a roof over 20 years old. We could see the aging and were worried about it. After some extreme weather, there was more damage on the shingles. We feel lucky that Emerson Enterprises' representative, Mr. Ryan Marturano, knocked on our door and helped us along. This is the first time that we changed our roof. We knew very little about what to do and felt concerned from time to time. Ryan helped us patiently, answering our phone calls and text messages always in time with details, even at night or during weekends. He gained our trust over the course. He also made several adjustments according to our requests and we certainly liked the flexibility. Our overall experience with Emerson Enterprises is fairly good! This company is trustworthy.

REVIEW

Jeff S.
Gardner, KS
May 04, 2019



I had an excellent experience working with Chris to go over, plan and execute on my new roof and attic insulation work. He helped every step of the way and was incredibly responsive via the method of contact I prefer.

REVIEW

Phil S.
Lee's Summit, MO
Apr 23, 2019



I had one issue and they seemed to take care if it. So far I am happy with everything.



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REVIEW

Lyle A.
Grain valley, MO
Mar 13, 2019



Grant, the adjuster, the roof man that lined up the inspection, was wonderful. He climbed all over the house. He has done 3 houses in the neighborhood, and they all feel the same way. He found enough collateral damage to completely wipe out our deductible. We had a tornado go by not far, and we had hail damage. I didn't know it, but he did when he got up there. He worked himself to death. The inspector came, and said not to go up the front. He heard something, and the other guy was sliding down and he caught him. Saved him from falling. The guy that lines up inspections of the roof is stellar.

REVIEW

Patricia G.
Warrensburg, MO
Mar 13, 2019



Ryan did a great job for us!

REVIEW

Levi G.
Pleasant Hill, MO
Oct 05, 2018



Emerson did a great job on our roof. They were in and out in 1 day with all of the mess picked up the same day. The roofing materials they used were very high quality.

REVIEW

Dean W.
Louisburg, KS
Oct 04, 2018



Emerson did a great job replacing our roof. They started and finished when they said they would and did a fantastic job of keeping the yard free of trash and debris.

COMMENT

Additional Comment
Aug 20, 2018

I would like to recognize Chris for his exceptional service.

COMMENT

Additional Comment
Aug 20, 2018

They did not fall short of my expectations.



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COMMENT
Additional Comment
Aug 20, 2018

I liked that it was a streamlined experience.

COMMENT
Additional Comment
Aug 20, 2018

I've already recommended Emerson to friends.

COMMENT
Additional Comment
Feb 16, 2018

The quality of work performed was great. The management of the insurance claim was excellent and painless for me.

REVIEW
Harriet R.
Kansas City, KS
Feb 15, 2018



I found them to be very helpful and easy to work with.

COMMENT
Additional Comment
Feb 13, 2018

Grant Heavner was great to work with. He was always available for questions and remained patient through any issues that came up.

COMMENT
Additional Comment
Feb 13, 2018

Grant Heavner did a great job from start to finish and kept me informed of what to expect during the project. It was a pleasure working with him.

COMMENT
Additional Comment
Feb 13, 2018

Project management and professionalism shown by the crew.

REVIEW
David F.
Independence, MO
Feb 08, 2018



I was very satisfied with the work & materials that Emerson used on my job. Replaced the roof, gutters & siding on the back of house after a hail storm. House looks great and Todd was very helpful...

COMMENT
Additional Comment
Oct 23, 2017

I was most satisfied with the quality of the work.

COMMENT
Additional Comment
Oct 17, 2017

They are a very honest company. What they tell you is what happens.



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COMMENT
Additional Comment
Oct 17, 2017

I was most satisfied with the quality of the workmanship, by far.

COMMENT
Additional Comment
Oct 05, 2017

The gutters matched really well color wise. It looked like they had painted them to match. They look better than the ones that came with the house.

COMMENT
Additional Comment
Oct 05, 2017

I was most satisfied with working with the salesperson. He was kind and helpful.

COMMENT
Additional Comment
Oct 05, 2017

I was most satisfied with their helpfulness with insurance.

COMMENT
Additional Comment
Sep 26, 2017

I was most satisfied with the quality of the work. I thought it was done very well.

COMMENT
Additional Comment
Sep 25, 2017

I was most satisfied with how they dealt with my insurance company entirely, that was very helpful.

REVIEW
Scott D.
Kansas City, MO
Aug 15, 2017
★★★★★

from Scott D.

COMMENT
Additional Comment
Aug 09, 2017

Paul and Kelly have both been extremely helpful during the process.

COMMENT
Additional Comment
Jul 11, 2017

I was most satisfied Paul, the project manager, was onsite the entire time of installation working and checking items.

REVIEW
Mark M.
Waverly, MO
Jul 11, 2017
★★★★★

Emerson Enterprises Unlimited was professional and I was impressed with the quick installation and clean up.



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