

# Finished Basements Plus

## GUILDMEMBER SINCE 2013

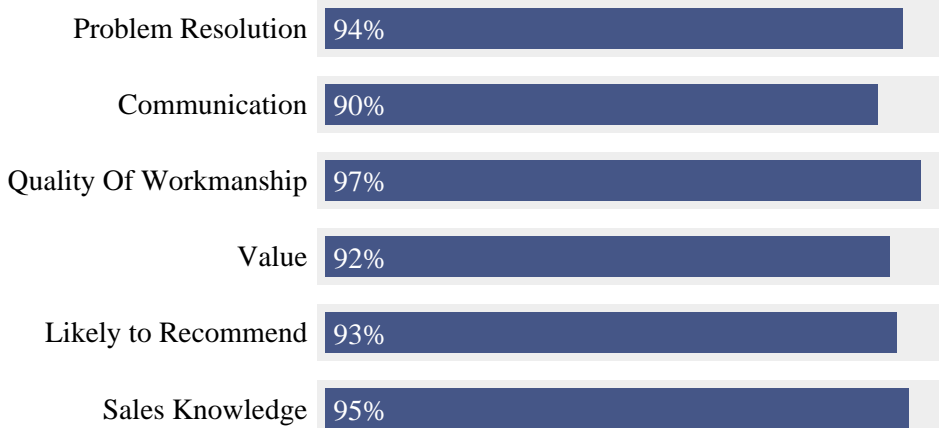
## Customer Feedback Summary

Of 573 customers surveyed, 365 responded

As a GuildQuality Guildmember, Finished Basements Plus relies on our customer surveying to help them deliver an exceptional customer experience.

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## Recent Reviews & Published Comments

### REVIEW

Robert B.  
Macomb, MI  
Nov 14, 2019  
★★★★★

They had outstanding professionalism from start to finish.

### COMMENT

Additional Comment  
Nov 12, 2019

Steve Marco was excellent in keeping us up to date & taking care of our wants & needs! But, Everyone was very kind, polite, & professional in their workmanship!

### COMMENT

Additional Comment  
Nov 12, 2019

Chelsea Christy and Craig were with us from the start to finish and fell very fortunate that they were a part of our team. The sales person who started the whole process was super informative and made it easy for us to make a decision. The project worked just as she had stated. I am sorry at this time I can not remember her name. But she strated the whole process and was great!

# Finished Basements Plus

50246 Dennis Court  
Wixom , MI 48393  
(248) 926-6630

COMMENT

Additional Comment  
Nov 12, 2019

We have no complaints for concerns concerning our finished basement. We feel very lucky to have stopped and talked to them at the home improvement show.

COMMENT

Additional Comment  
Nov 12, 2019

All the workers were very neat, organized and qualified for there part of the project. We did not see them very often by staying away when they were working. The job was done right on time. Craig was very patient and helpful with all our questions and needs. We have already recommended them to friends and co-workers. Chelsea was a gem through the complete process. She answered many questions and always made us feel comfortable and confident. We made the right decision.

COMMENT

Additional Comment  
Nov 12, 2019

We have given information to a few, so hopefully they will be contacting you for more information.

COMMENT

Additional Comment  
Nov 12, 2019

Katie and Craig

COMMENT

Additional Comment  
Nov 12, 2019

None, although I changed my mind about a few things and Katie and Craig always helped facilitate what I wanted.

COMMENT

Additional Comment  
Nov 11, 2019

Steve did a good job.

COMMENT

Additional Comment  
Nov 11, 2019

I was most satisfied with the builderstrend website.

REVIEW

Iman P.  
Brighton, MI  
Nov 09, 2019



I highly recommend finish basement plus to anyone who's looking to finish their basement.

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COMMENT

Additional Comment  
Oct 29, 2019

Steve managed the project well.

COMMENT

Additional Comment  
Oct 29, 2019

The staff was very knowledgeable and did an extremely good job. I was impressed by the plan layout and used the available space in the best possible way

COMMENT

Additional Comment  
Oct 09, 2019

Chip - Good guy, to the point. "Sold Me" did a great job of the first meeting  
Katie - Awesome, she was patient with my details and changes  
Craig - Went above and beyond on many things  
Rob & Ed - Amazing to my family and super respectful. Brought Donuts to my kids and came in everyday up beat and ready to take on the world. Those guys rock.  
I know from experience and it takes a village so hats off to leadership for instilling the core values as your team reflects this and it shows.

COMMENT

Additional Comment  
Oct 09, 2019

Steve was very kind and considerate. The employees' personalities are very kind.

REVIEW

Ravi A.  
Ann Arbor, MI  
Oct 07, 2019



They are professional, well mannered and work is timely.

REVIEW

Makoto O.  
West Bloomfield, MI  
Oct 05, 2019



The product of the finished basement is what I was looking for, and it is what they promised to deliver. I am a satisfied customer.

REVIEW

Kristina F.  
Canton, MI  
Oct 04, 2019



I absolutely feel that they are a fabulous company! I am very happy that we chose them! My basement is beautiful! I loved all of the staff! Everything was wonderful! They are good people to work with!

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### REVIEW

Ken M.  
Plymouth, MI  
Oct 04, 2019



Overall, they provided a great experience! I am a very happy customer!

### REVIEW

Richard T.  
Northville, MI  
Oct 02, 2019



We are very pleased with the professional work done on our basement. The workers were very friendly, courteous and considerate.

### COMMENT

Additional Comment  
Sep 30, 2019

Chip Doyle is fantastic in answering our questions and reviewing the constant progress of the job.

### COMMENT

Additional Comment  
Aug 15, 2019

Our project manager, electrician and trim guy were especially helpful, honest and a pleasure to work

### COMMENT

Additional Comment  
Aug 15, 2019

Quality of work, friendliness of craftsmen, and on time delivery

### REVIEW

Sue L.  
South Lyon, MI  
Aug 15, 2019



I highly recommend Finished Basements Plus, everyone was friendly and did a great job. They definitely gave a personal touch and I appreciated it. They stayed on track, work was done everyday as planned. After it was done we lost power when we were up North, my basement flooded and they were extremely helpful in getting us back to normal. I plan on doing my next project with them.

### COMMENT

Additional Comment  
Aug 09, 2019

I was satisfied with everything that Finished Basements Plus did.

### COMMENT

Additional Comment  
Aug 07, 2019

The Builder Trend app was a great tool to watch the calendar with what we could expect, make payments and send quick emails.

### COMMENT

Additional Comment  
Aug 07, 2019

Every single trade kept the basement clean!

CUSTOMER FEEDBACK REPORT *for*

# Finished Basements Plus

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### COMMENT

Additional Comment  
Aug 07, 2019

Everyone was friendly & helpful. Our main contact, Steve Marco, was so quick to respond to any question we had and was helpful in resolving anything. It felt like he was dedicated to our job as if we were the only house he was working on.

### COMMENT

Additional Comment  
Aug 07, 2019

Chip clearly knew what he was doing, had great suggestions and wasn't pushy.