

CUSTOMER FEEDBACK REPORT *for*  
**Frank's Roofing & Spraying, Inc.**

COMMENT  
Additional Comment  
Sep 22, 2018

We're extremely pleased w/ their performance, professionalism, and timeliness in getting our roof done. We are satisfied with the personal and professional contact of our representative, and also Tony, who was in charge of scheduling.

COMMENT  
Additional Comment  
Feb 21, 2018

finding and fixing all of the damaged areas, even hidden ones. we were very impressed with tearoff and repair crew as they were efficient and experienced.

COMMENT  
Additional Comment  
Nov 30, 2017

Chris Cooper was exceptional and went above and beyond to make sure I got everything that I needed done.

COMMENT  
Additional Comment  
Nov 30, 2017

They did not fall short in any expectations even though I purposely looked for mistakes I could not find anything. They were very accommodating helpful and personal. They made me feel like family.

COMMENT  
Additional Comment  
Sep 19, 2017

As stated above have already recommended to friends and neighbors 3 times.

COMMENT  
Additional Comment  
May 13, 2017

crew manager Marcelles- apologies, we probably misspelled the name. He was great to work with, knowledgeable, friendly, professional, and of course Bill, who was the best, making sure we and our needs were taken care of.

COMMENT  
Additional Comment  
May 03, 2017

Very customer focused and willing to please.

COMMENT  
Additional Comment  
Apr 19, 2017

Good experience all around!

COMMENT  
Additional Comment  
Mar 02, 2017

I was most satisfied with their efficiency and the fact that they did what they said.



13828 Palm Beach Blvd.  
Fort Myers , FL 33905  
(239) 693-7663  
franksroofinginc.com

**GUILDMEMBER SINCE 2016**

As a GuildQuality Guildmember, Frank's Roofing & Spraying, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Frank's Roofing & Spraying, Inc. in Fort Myers, FL; Lehigh Acres, FL; Cape Coral, FL; N Ft Myers, FL; Alva, FL; North Fort Myers, FL; Estero, FL; Ft Myers Bch, FL; Port Charlotte, FL; Labelle, FL; and 7 other cities in Florida.

In this report, Frank's Roofing & Spraying, Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in November 2016. In that time, 177 out of 285 customers (62%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

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COMMENT  
Additional Comment  
Feb 28, 2017  
Crew was neat, arrived on time and were so polite.

COMMENT  
Additional Comment  
Feb 02, 2017  
I had a good experience with Bill from the first visit, Toni was very courteous and professional, and the entire crew was stellar!!

COMMENT  
Additional Comment  
Nov 01, 2016  
I was very impressed with Bill and Marcel. They were professional, knew the product, did not push sales on me, gave me the feeling they really enjoyed their jobs and believed in the products being used. Toni was very efficient in getting back with me on every aspect of the job. My neighbor also told...

COMMENT  
Additional Comment  
Apr 05, 2016  
I would like to recognize Charles and Tony.

COMMENT  
Additional Comment  
Apr 05, 2016  
I was most satisfied with the quality of the workmanship.

COMMENT  
Additional Comment  
Apr 05, 2016  
I will recommended them if someone asks.

COMMENT  
Additional Comment  
Mar 15, 2016  
The salesman was really nice I think his name was Brian.

COMMENT  
Additional Comment  
Mar 15, 2016  
They actually were quicker getting my roof on than I expected.

COMMENT  
Additional Comment  
Mar 14, 2016  
Though you may find someone cheaper, I still recommend them b/c of the quality of their work and their integrity.

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COMMENT  
Additional Comment  
Mar 14, 2016

Charles was very knowledgeable re roofing, open and honest about what was needed and the cost, and helpful when an issue/question arose about one aspect of the job. Good to work with. The two crews who did the job were cooperative too and passed me up the line to the correct person when they could not answer a question.

COMMENT  
Additional Comment  
Mar 14, 2016

Excellent work, expert knowledge, good organization, good clean-up, fast, good quality--all around excellent. The only roofer in Lee county certified by Owens-Corning to provide 50-year warranties of their roofs.

COMMENT  
Additional Comment  
Mar 14, 2016

No more immediately. I have already recommended Frank's to several people.

COMMENT  
Additional Comment  
Feb 17, 2016

The Salesperson was exceptional.

COMMENT  
Additional Comment  
Feb 17, 2016

I was most satisfied with the guy that sold it to us.



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