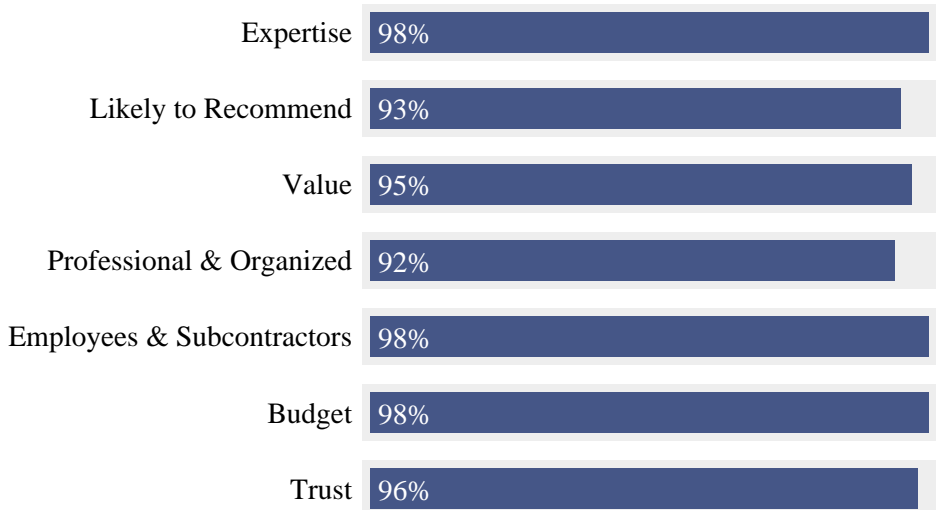


Genesis Group



Customer Feedback Summary

Of 201 customers surveyed, 123 responded



5029 List Drive
Colorado Springs , CO
80919
(719) 510-0368
www.gengroupllc.com

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Genesis Group relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Genesis Group in Colorado Springs, CO; Colo Spgs, CO; Monument, CO; C/s, CO; Woodland Park, CO; Manitou Springs, CO; Peyton, CO; Fountain, CO; Falcon, CO; Colorado Springs, CA; and 7 other cities in Colorado.

In this report, Genesis Group has published a summary of the customer feedback they've received since they joined GuildQuality in November 2018. In that time, 123 out of 201 customers (61%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

Recent Reviews & Published Comments

REVIEW

Steve F.
Colorado Springs, CO
May 14, 2019
★★★★★

Genesis Group is a great company!

REVIEW

John L.
Colorado Springs, CO
Apr 25, 2019
★★★★★

I had a vision and Genisis made it come to pass with proper design and expert craftsmanship. I could not be happier with the result.

REVIEW

Corey D.
Colorado Springs, CO
Mar 10, 2019
★★★★★

Genesis built me a new porch cover and Kyle Cockram managed the project and he was fantastic from the first day on the job until the last. He was extremely knowledgeable, kept me updated on the progress of the job constantly, and was available at all times of the day to answer questions. I really felt...

CUSTOMER FEEDBACK REPORT *for*

Genesis Group



REVIEW

Gary G.
Colorado Springs, CO
Feb 27, 2019
★★★★★

Genesis Group was efficient and courteous. The plans were followed. Changes were suggested that improved the project. Would recommend them for landscaping. Did

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COMMENT

Additional Comment
Sep 03, 2013

I was very satisfied with my installers.

COMMENT

Additional Comment
Sep 03, 2013

Dedication of the crew and response by the supervisor.

COMMENT

Additional Comment
Aug 30, 2013

Overall, they were much better equipped than other groups to take on a complicated project and complete it in a timely fashion

COMMENT

Additional Comment
Aug 30, 2013

I thought that the Genesis Group was real good, professional and honest.

COMMENT

Additional Comment
Aug 30, 2013

I was satisfied with everything about the Genesis Group.

COMMENT

Additional Comment
Aug 30, 2013

We heard about this company either from the internet or in the paper, my husband found them. We got bids from different people but this company was more in our budget than others.

COMMENT

Additional Comment
Aug 27, 2013

The deck is really great. I think the deck is what I got the most value out of in terms of cost. The landscaping was also really nice, and I think I got a good price on that.

COMMENT

Additional Comment
Aug 27, 2013

the craftsmanship of the carpenter and also the landscape team who built my flagstone patio and retaining wall

COMMENT

Additional Comment
Aug 27, 2013

trade show last winter at the Penrose Center- I met the sales staff there and saw their displays.

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COMMENT
Additional Comment
Aug 27, 2013

I'm very satisfied with the results. The deck came out better than I imagined and the custom fireplace is awesome.

COMMENT
Additional Comment
Aug 27, 2013

Genesis group is by far the best company/ contractor we have had the pleasure of working with in the past 6 years across 3 different states. Regardless of our budget limitations they were able to deliver a gorgeous product in a timely manner without sacrifice in quality. Their employees were pleasant,...

COMMENT
Additional Comment
Aug 27, 2013

In no area at no time did Genesis group fall short!

COMMENT
Additional Comment
Aug 27, 2013

Genesis group is obviously lead in a way that employees are respected, empowered and encouraged to make decisions and conduct business in the best interest of the job and the customer. The efficiency and effectiveness of everyone involved lead to excellence in craftsmanship. There is an obvious pride...

COMMENT
Additional Comment
Aug 27, 2013

The Colorado Springs Christian phone directory.

COMMENT
Additional Comment
Aug 26, 2013

I was pleased that plants were replaced after the cold weather destroyed several of them. I enjoyed & worked well with all the employees & subcontractors of GG. I have received many compliments on the finished project.

COMMENT
Additional Comment
Aug 21, 2013

The design of the deck was great. Also the design of the xeriscaping in the front yard is awesome. Barry did a great job in designing both projects.

COMMENT
Additional Comment
Aug 21, 2013

Other neighbors paid twice for their landscaping and we got more for our money!

CUSTOMER FEEDBACK REPORT *for*

Genesis Group



COMMENT

Additional Comment

Aug 21, 2013

Affordable, attractive, quick service.

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