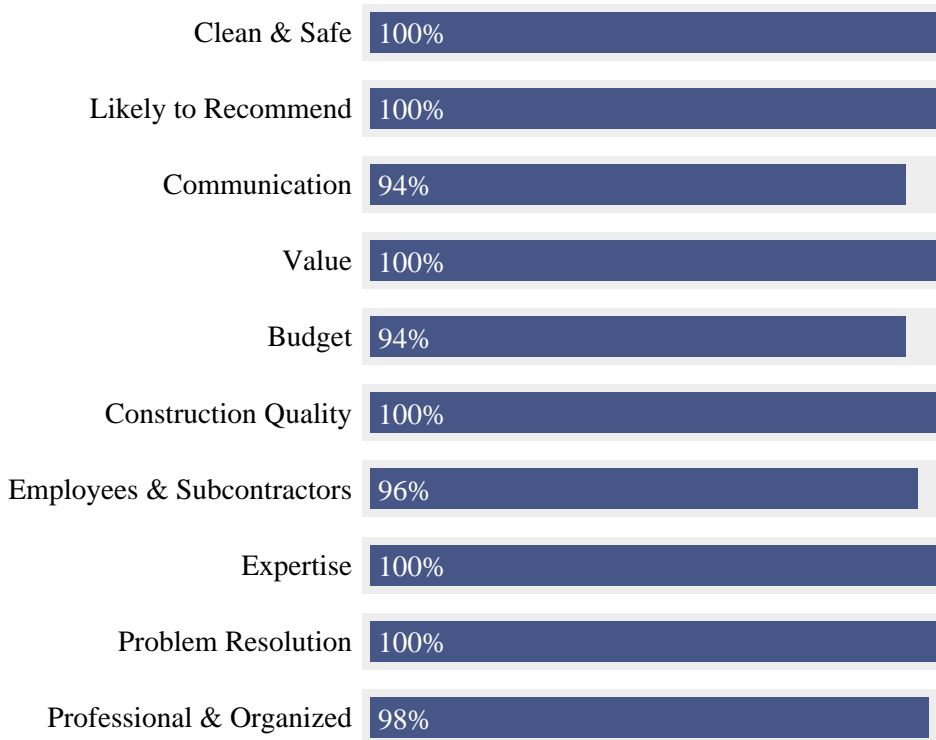


CUSTOMER FEEDBACK REPORT *for*  
**Glaze Design/Build**



## Customer Feedback Summary

Of 137 customers surveyed, 95 responded



PO Box 2405  
Hickory, NC 28603  
(828) 324-9255  
[www.glazedesignbuild.com](http://www.glazedesignbuild.com)

### GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Glaze Design/Build relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Glaze Design/Build in Hickory, NC; Conover, NC; Taylorsville, NC; and Hickory, NC.

In this report, Glaze Design/Build has published a summary of the customer feedback they've received since they joined GuildQuality in January 2013. In that time, 95 out of 137 customers (69%) responded to a GuildQuality satisfaction survey, with the most recent response in April 2019.

## Recent Reviews & Published Comments

COMMENT  
Additional Comment  
Jan 21, 2018

The website is a fantastic tool for tracking progress and communication. Thanks to Gene and everyone involved for making this experience a good one

COMMENT  
Additional Comment  
Jan 11, 2018

When your house is in disarray, it is certainly good to have confidence in the construction company in charge of repairing everything. Karl and I were most impressed with the process from the first quote to the final inspections.

COMMENT  
Additional Comment  
Jan 11, 2018

We would whole heartedly recommend Glaze for any project!

CUSTOMER FEEDBACK REPORT *for*  
**Glaze Design/Build**



- COMMENT  
Additional Comment  
Nov 28, 2017  
I was most satisfied with their willingness to listen to us throughout the project.
- COMMENT  
Additional Comment  
Nov 28, 2017  
They were eager to resolve any issue and we will definitely use them again.
- COMMENT  
Additional Comment  
Nov 21, 2017  
It was a good experience. They stayed on top of things and did what they said they were going to do.
- COMMENT  
Additional Comment  
Nov 10, 2017  
I was most satisfied with the communication, cleanliness, and professionalism. It was the most smooth process, with very minimal issues.
- COMMENT  
Additional Comment  
Nov 10, 2017  
This was a fantastic, smooth process.
- COMMENT  
Additional Comment  
Nov 10, 2017  
5! It was very clean.
- COMMENT  
Additional Comment  
Nov 10, 2017  
5!
- COMMENT  
Additional Comment  
Nov 10, 2017  
We are super happy with the results.
- COMMENT  
Additional Comment  
Nov 09, 2017  
fantastic as always
- COMMENT  
Additional Comment  
Nov 06, 2017  
I was most pleased with the prompt customer service.
- COMMENT  
Additional Comment  
Sep 17, 2017  
The finished product. Our home looks amazing
- COMMENT  
Additional Comment  
Sep 17, 2017  
It was a great experience. Gene, Mike and Shateela made things virtually stress free. All of the design and finish crew were amazing..

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**Glaze Design/Build**



COMMENT  
Additional Comment  
Sep 17, 2017

This renovation has been such a positive experience I would do it all over again with Glaze construction.

COMMENT  
Additional Comment  
Apr 23, 2017

Glaze Design Build made our projects fun. We had confidence that things would get done to our satisfaction and thoroughness and quality.

COMMENT  
Additional Comment  
Apr 17, 2017

Courteous, friendly, professional, timely

COMMENT  
Additional Comment  
Apr 17, 2017

Glaze had all of the subcontractors meet with us prior to the start of the project which helped us feel very comfortable with the project.

COMMENT  
Additional Comment  
Apr 17, 2017

Quality and workmanship are excellent.

COMMENT  
Additional Comment  
Apr 17, 2017

The few construction problems we ran in to were resolved quickly.

COMMENT  
Additional Comment  
Apr 17, 2017

We felt very comfortable with the employees and contractors. Project Manager kept in touch with us on a daily basis.

COMMENT  
Additional Comment  
Mar 20, 2017

Everyone was so nice, that sounds trivial but we haven't had the best experiences in the past so this was great. They were all very conscientious about their work and the space. The organization was amazing, the website, having a PM coordinating things, the different trades, and a designer - it was...

COMMENT  
Additional Comment  
Jan 18, 2017

The Team was great to work with and were quick to respond when we had questions. They stayed on top of task as expected. They kept in constant communication.

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**Glaze Design/Build**



COMMENT  
Additional Comment  
Jan 18, 2017

I think Glaze did an excellent job. The majority of vendors were good to work with. We are very happy with the outcome of the Kitchen project.

COMMENT  
Additional Comment  
Jan 13, 2017

Very detail oriented. A plan was formulated and followed. We were kept well informed and the work was done well and done with little disruption to our lives

COMMENT  
Additional Comment  
Nov 30, 2016

Entire overall experience. Communication is crucial in any building project and they excel in that area!!

COMMENT  
Additional Comment  
Jun 01, 2016

Very trustworthy.

COMMENT  
Additional Comment  
Jun 01, 2016

I would like to recognize Gene Glaze and Jeff for their exceptional service.

COMMENT  
Additional Comment  
Apr 04, 2016

It was a complex job and he handled it very well.

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