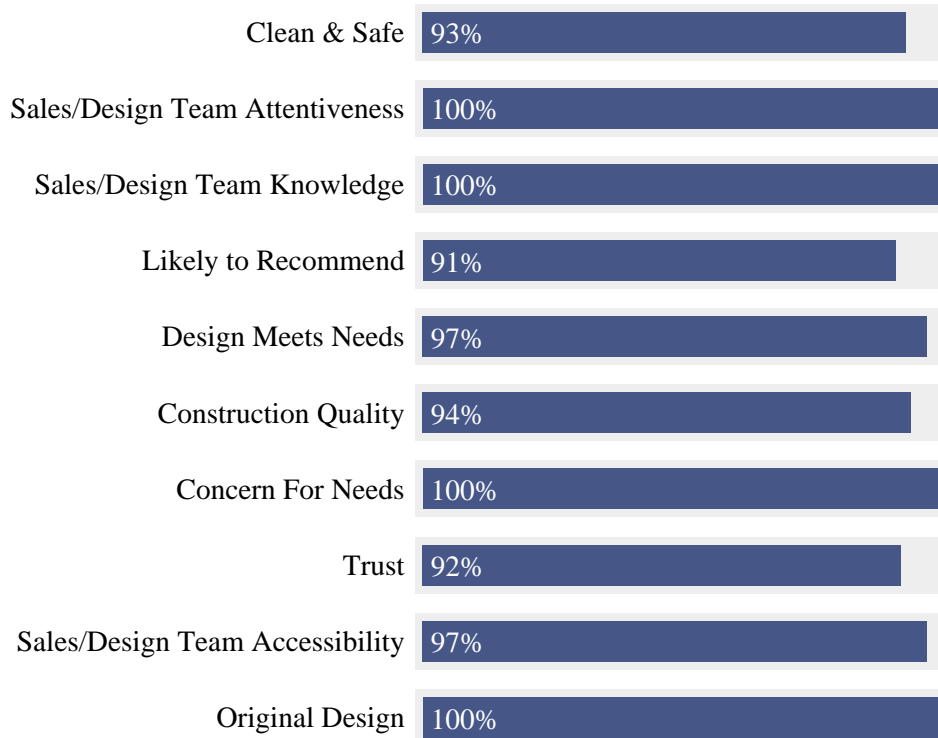


CUSTOMER FEEDBACK REPORT *for*
Golden Rule Builders

Customer Feedback Summary

Of 423 customers surveyed, 224 responded



3409 Catlett Road
Catlett, VA 20119
(540) 788-3539

GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, Golden Rule Builders relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Golden Rule Builders in Warrenton, VA; Catlett, VA; Nokesville, VA; Marshall, VA; Bristow, VA; Manassas, VA; Haymarket, VA; Amissville, VA; Broad Run, VA; Fairfax Station, VA; and 48 other cities in Virginia and Florida.

In this report, Golden Rule Builders has published a summary of the customer feedback they've received since they joined GuildQuality in July 2011. In that time, 224 out of 423 customers (53%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

Recent Reviews & Published Comments

COMMENT

Additional Comment
May 18, 2019

Dennis has the "patience of Job"; a great designer that is a pleasure to work with. Kenny was great to work with; Dave a Master Carpenter, with the ability to "create" exactly what was in my mind.

REVIEW

Will K.
Catharpin, VA
May 12, 2019



We were very happy with the end product.

COMMENT

Additional Comment
May 01, 2019

John Kiernan, Steve Miller, and Roger all collaborated well on our project,

CUSTOMER FEEDBACK REPORT *for*
Golden Rule Builders



3409 Catlett Road
Catlett , VA 20119
(540) 788-3539

GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, Golden Rule Builders relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Golden Rule Builders in Warrenton, VA; Catlett, VA; Nokesville, VA; Marshall, VA; Bristow, VA; Manassas, VA; Haymarket, VA; Amissville, VA; Broad Run, VA; Fairfax Station, VA; and 48 other cities in Virginia and Florida.

In this report, Golden Rule Builders has published a summary of the customer feedback they've received since they joined GuildQuality in July 2011. In that time, 224 out of 423 customers (53%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

- COMMENT
Additional Comment
Jan 27, 2019
Superior company ; will use again
- COMMENT
Additional Comment
Jan 27, 2019
Outstanding service
- COMMENT
Additional Comment
Jan 27, 2019
Most certainly !
- COMMENT
Additional Comment
Jan 27, 2019
Superior design and function
- COMMENT
Additional Comment
Jan 27, 2019
GRB has a cadre of skilled artisan craftsmen. They always produce outstanding work
- COMMENT
Additional Comment
Jan 27, 2019
GRB is wel known in the trade
- COMMENT
Additional Comment
Jan 27, 2019
Warranty is excellent
- COMMENT
Additional Comment
Jan 25, 2019
All were outstanding!
- COMMENT
Additional Comment
Jan 19, 2019
Dennis Reitz was a pleasure to work with in all phases of the process. We appreciated his patience in answering our numerous questions, revising the project scope to fit our budget, and addressing concerns as they arose.
- REVIEW
Chris K.
Castelton, VA
Dec 28, 2018
★★★★★
John was an incredible resource who made this new and intimidating journey feel easy and enjoyable.

CUSTOMER FEEDBACK REPORT *for*
Golden Rule Builders



3409 Catlett Road
Catlett, VA 20119
(540) 788-3539

GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, Golden Rule Builders relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Golden Rule Builders in Warrenton, VA; Catlett, VA; Nokesville, VA; Marshall, VA; Bristow, VA; Manassas, VA; Haymarket, VA; Amissville, VA; Broad Run, VA; Fairfax Station, VA; and 48 other cities in Virginia and Florida.

In this report, Golden Rule Builders has published a summary of the customer feedback they've received since they joined GuildQuality in July 2011. In that time, 224 out of 423 customers (53%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

COMMENT

Additional Comment
Dec 05, 2018

Bethanny - very personable and a great GRB representative. She truly cares about her clients and works hard to determine what they would like to accomplish and works diligently to make this happen. Kevin - easy to work with, another great GRB representative, can be counted on to make sure everything...

COMMENT

Additional Comment
Oct 22, 2018

Very happy with my new kitchen and the work that Golden Rule provided!

REVIEW

Sudha P.
Amissville, VA
Oct 13, 2018



Exceptional service! Great and fast solution with renovations. Dennis was absolutely great with designing! Staff was courteous and kept project site clean when they left. Every one is a team player and care about project!

COMMENT

Additional Comment
Oct 13, 2018

I think they are doing a great job!

REVIEW

Philip H.
Catharpin, VA
Sep 30, 2018



Our project is not complete and GRB appears to share our goal - the best end product that meets our expectation and represents the company well. At this point there is room to improve.

COMMENT

Additional Comment
Sep 21, 2018

We like that John has a strong sense of design and was willing to share, but not impose his opinion.

REVIEW

Robin D.
Catlett, VA
Aug 29, 2018



GRB was a joy to work with! Every member was professional and courteous. I loved the personalized attention. I am beyond pleased with my finished kitchen.

COMMENT

Additional Comment
Aug 29, 2018

Bethanny Fox - Her design vision and help every step of the way was so appreciated. Steve Miller - He went above and beyond to make everything right.

CUSTOMER FEEDBACK REPORT *for*
Golden Rule Builders



3409 Catlett Road
Catlett, VA 20119
(540) 788-3539

GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, Golden Rule Builders relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Golden Rule Builders in Warrenton, VA; Catlett, VA; Nokesville, VA; Marshall, VA; Bristow, VA; Manassas, VA; Haymarket, VA; Amissville, VA; Broad Run, VA; Fairfax Station, VA; and 48 other cities in Virginia and Florida.

In this report, Golden Rule Builders has published a summary of the customer feedback they've received since they joined GuildQuality in July 2011. In that time, 224 out of 423 customers (53%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

REVIEW

J.
Middleburg, VA
Jun 11, 2018



The overall experience of replacing a roof was made much more bearable by John Kiernan and Andy Law as well as their incredibly hard working crew. A project of this magnitude carries with it anxiety over the process and end result while requiring endurance during the noise. They minimized disruption,...

REVIEW

Thomas R.
Warrenton, VA
Mar 28, 2018



Bethanny Fox was professional and attentive (and patient) throughout, and transformed our ideas into a real project plan.

REVIEW

Brannon G.
Warrenton, VA
Mar 28, 2018



John was incredibly patient and helpful with us as we changed our budget, timetable, and design choices on numerous occasions.

REVIEW

Robin D.
Catlett, VA
Mar 23, 2018



Extremely attentive and very professional. I highly recommend them!

REVIEW

Caroline W.
Warrenton, VA
Jan 24, 2018



I would like to have known up front that the work was to be sub contracted. Due to that there were too many mis communications; especially the last minute extra week waiting for floor that was measured incorrectly the first time. I think you should look into working with local people that may be more dependable.

REVIEW

Ryan .
Catlett, VA
Dec 27, 2017



The workmanship and employees were top notch. The crew was courteous and accommodating. They need improvement in communication.

CUSTOMER FEEDBACK REPORT *for*
Golden Rule Builders



3409 Catlett Road
Catlett , VA 20119
(540) 788-3539

GUILDMEMBER SINCE 2011

As a GuildQuality Guildmember, Golden Rule Builders relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Golden Rule Builders in Warrenton, VA; Catlett, VA; Nokesville, VA; Marshall, VA; Bristow, VA; Manassas, VA; Haymarket, VA; Amissville, VA; Broad Run, VA; Fairfax Station, VA; and 48 other cities in Virginia and Florida.

In this report, Golden Rule Builders has published a summary of the customer feedback they've received since they joined GuildQuality in July 2011. In that time, 224 out of 423 customers (53%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

COMMENT
Additional Comment
Oct 28, 2017

Mr. Beals has consistently been a pleasure to work with!

COMMENT
Additional Comment
Oct 06, 2017

I would like to particularly recognize Steve Miller, the project lead foreman, for his hard work and prompt responses to any issue or questions that arose during the construction and completion of my project. His professionalism should be recognized and rewarded. Any company would do well to have someone...

REVIEW
Cheryl B.
Culpeper, VA
Aug 29, 2017
★★★★★

My husband and I dreamed of updating our dining and kitchen spaces. I love the design that Bethanny produced including removing a wall and providing more cabinet and counter space. Steve did a great job transforming our kitchen into a large, family friendly space. I am so pleased every time I walk in...