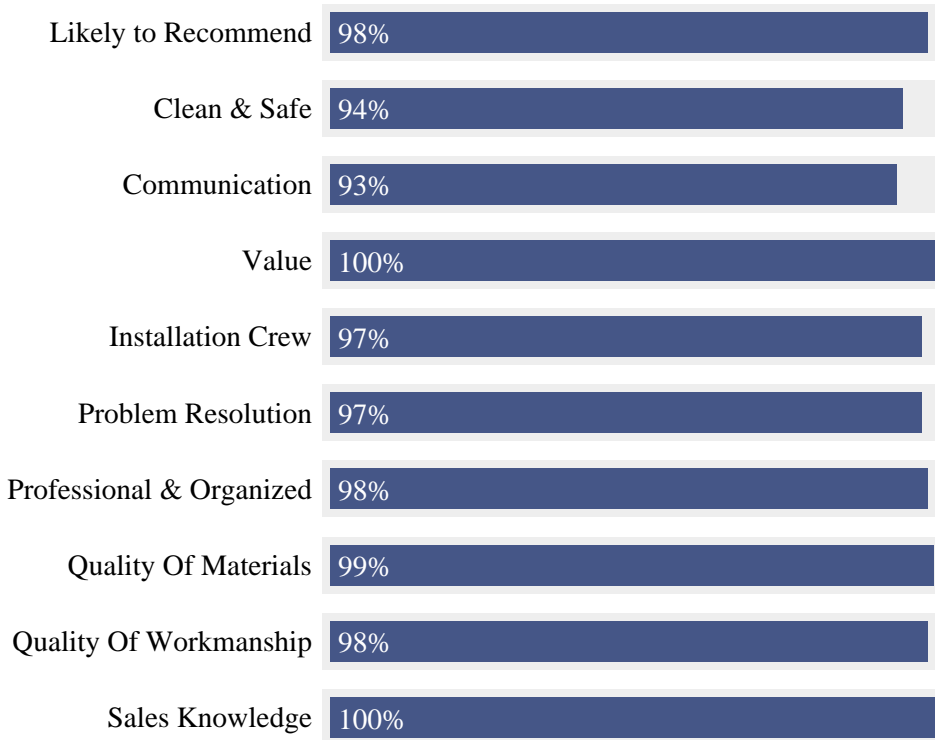


CUSTOMER FEEDBACK REPORT *for*
Great Lakes Roofing

Customer Feedback Summary

Of 231 customers surveyed, 108 responded



Recent Reviews & Published Comments

COMMENT
Additional Comment
Jun 11, 2019
I was most satisfied that I did not have to get involved with anything. They just took care of everything.

COMMENT
Additional Comment
Oct 29, 2018
I was most satisfied with the quick response time and the customer service.

COMMENT
Additional Comment
Oct 29, 2018
I would like to recognize Dave, he was great.

COMMENT
Additional Comment
Oct 29, 2018
Dave was great to work with.



700 State Street
Calumet City , IL 60409
(219) 852-9323
www.greatlakesroof.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Great Lakes Roofing relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Great Lakes Roofing in Chicago, IL; Highland, IN; Hammond, IN; East Chicago, IN; Gary, IN; Munster, IN; Crown Point, IN; Lansing, IL; Schererville, IN; Valparaiso, IN; and 65 other cities in Illinois, Indiana, Texas, Kentucky, Washington, and 3 other states.

In this report, Great Lakes Roofing has published a summary of the customer feedback they've received since they joined GuildQuality in January 2013. In that time, 108 out of 231 customers (47%) responded to a GuildQuality satisfaction survey, with the most recent response in October 2019.

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- COMMENT
Additional Comment
Oct 01, 2018
Above four!
- COMMENT
Additional Comment
Oct 01, 2018
Very clean!
- COMMENT
Additional Comment
Oct 01, 2018
It is all great!
- COMMENT
Additional Comment
Oct 01, 2018
I would like to recognize your whole group for their exceptional service.
- COMMENT
Additional Comment
Jun 25, 2018
The open communication throughout the project.
- COMMENT
Additional Comment
Jun 25, 2018
The entire team gave exceptional service.
- COMMENT
Additional Comment
May 18, 2018
I was most satisfied with everything. Everyone was very polite. I'm happy with it.
- COMMENT
Additional Comment
May 18, 2018
I would recommend them.
- COMMENT
Additional Comment
May 18, 2018
I would like to recognize the forman who worked on the roof.
- COMMENT
Additional Comment
Dec 01, 2017
Dave is very thorough and knowledgeable with his pricing as far as when he bids the job. He is probably one of the reasons we would go back to them.
- COMMENT
Additional Comment
Oct 16, 2017
I was satisfied with the timely manner on which you got the job done, and how we never had to complain about your work.
- COMMENT
Additional Comment
Jul 12, 2017
Overall they did a nice job. Looks very well done. Very happy with end results.

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- COMMENT
Additional Comment
Jul 12, 2017
I will recommend Great Lakes Roofing.
- COMMENT
Additional Comment
May 24, 2017
Dave was my point of contact and he took care of answering my questions. I liked that there was only one person there to deal with. He was very responsive.
- COMMENT
Additional Comment
Feb 15, 2017
I was most satisfied with the level of professionalism with the delivery of proposals and amount of time and effort put into understanding our needs.
- COMMENT
Additional Comment
Jan 11, 2017
I was very satisfied with the safety precautions that were taken and materials were great quality. You could tell they knew what they were doing.
- COMMENT
Additional Comment
Jul 01, 2016
I was most satisfied with the attention to detail and professionalism of the staff.
- COMMENT
Additional Comment
Oct 07, 2015
Their bidding and sales process is thorough and very detailed. They brought in samples which helped in my buying decision.
- COMMENT
Additional Comment
Oct 07, 2015
We think the world of them and highly recommend them to anyone who needs a new roof.
- COMMENT
Additional Comment
Sep 29, 2015
Mark the project supervisor for the company very knowledgeable, friendly and he is the one that I would want for any future projects. When they came inside to check on things, and they didn't come in tracking in dirt and debris.
- COMMENT
Additional Comment
Oct 04, 2014
I worked with other roofers but was very disappointed. Great Lakes resolved the roofing problem.
- COMMENT
Additional Comment
Aug 02, 2014
They did very well working around the weather conditions. We had several days of rain, but they were able to work partial days, and keep making progress.

CUSTOMER FEEDBACK REPORT *for*
Great Lakes Roofing



COMMENT
Additional Comment
Feb 21, 2014

I was most satisfied with the customer service and communication. I have confidence with them. i have worked with them before and I know that they stand behind their work if I have a problem.

COMMENT
Additional Comment
Aug 09, 2013

I was most satisfied that we had good communication all through the process.

COMMENT
Additional Comment
Aug 09, 2013

Overall, they did a great job. I am pleased with the job.

COMMENT
Additional Comment
Aug 09, 2013

The whole thing was done very well.

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