CUSTOMER FEEDBACK REPORT *for*

Keating Roofing

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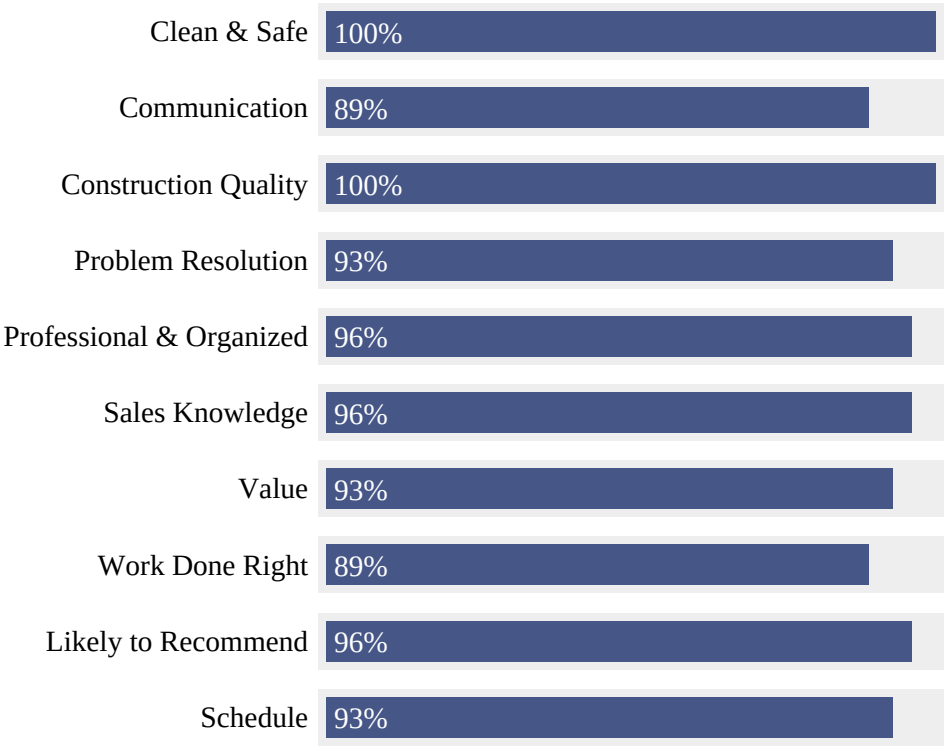
Customer Feedback Summary

Of 41 customers surveyed, 28 responded



2550 Goldenridge Road,
Unit #68
Mississauga , ON L4X 2S3
(905) 270-4100
www.keatingroofing.com

GUILDMEMBER SINCE 2011

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

We have surveyed customers on behalf of Keating Roofing in Toronto, ON; Etobicoke, ON; Mississauga, ON; North York, ON; and York, ON.

Recent Reviews & Published Comments

COMMENT
Additional Comment
Jan 11, 2012

clean up was perfect, and left my property even better than when the project started

COMMENT
Additional Comment
Oct 25, 2011

Their product line is excellent and the end product has improved the look of my home

COMMENT
Additional Comment
Oct 25, 2011

I have already recommended Keating to a friend

COMMENT
Additional Comment
Sep 09, 2011

I was most satisfied with the overall degree of professionalism and the follow through was excellent.

Visit www.guildquality.com to learn more about the customer feedback in this report. Visit www.keatingroofing.com for more about Keating Roofing.

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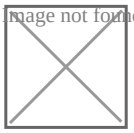

COMMENT
Additional Comment
Sep 09, 2011

Just to give a small example of their attention to little detail, they tucked in my satellite cables to incorporate them into the aluminum siding shield. That was an extra little touch that was just done because that is the way they are.

COMMENT
Additional Comment
Sep 09, 2011

Jonathan was professional and answered all of my questions. He was very knowledgeable and responsive.

COMMENT
Additional Comment
Sep 09, 2011

I was most satisfied with the presentation of the job in terms of details of the plan and the workmanship of the crew.

COMMENT
Additional Comment
Aug 26, 2011

They did a great job and we would recommend them to others in the future.

COMMENT
Additional Comment
Aug 26, 2011

Justin was the lead hand and was very knowledgeable, polite and helpful. All of the members of the staff were of this caliber.

COMMENT
Additional Comment
Aug 22, 2011

My faith has been restored that there are still some companies doing work with pride and excellence.

COMMENT
Additional Comment
Jan 11, 2011

The Keating Family lives up to your motto and will definitely take care of your family.

COMMENT
Additional Comment
Jan 11, 2011

John Keating was a great person to deal with and definitely went the extra mile to meet my needs.

COMMENT
Additional Comment
Jan 11, 2011

It was a very comfortable customer experience and I felt Keating roofing company has a very solid foundation for being a leader in the roofing business.

COMMENT
Additional Comment
Jan 11, 2011

At this time no,but if I hear or know anyone that requires a new roof ,I would definitely recommend Keating.

COMMENT
Additional Comment
Dec 21, 2010

John Keating.

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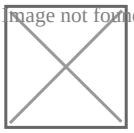

COMMENT Additional Comment Dec 21, 2010	They were very professional and did everything they said they were going to do.
COMMENT Additional Comment Dec 21, 2010	Overall, I was happy with the work they did.
COMMENT Additional Comment Dec 21, 2010	They provided a fair quote and stuck to it. I liked the work they did on the skylights. They provided excellent service by using the mock up.
COMMENT Additional Comment Dec 21, 2010	The quality of work.
COMMENT Additional Comment Dec 17, 2010	The overall staff.
COMMENT Additional Comment Dec 17, 2010	The professionalism of the work.
COMMENT Additional Comment Dec 14, 2010	John did an excellent job and the onsite staff and crew that worked on house were amazing.
COMMENT Additional Comment Dec 14, 2010	I was most satisfied with the quality of the product they offered, the way they explained the available products, their workmanship was superb, and the onsite staff was excellent. My overall experience was very positive and it was something that could have ended up being very challenging had we chosen another organization.
COMMENT Additional Comment Dec 14, 2010	John and his brother were great.
COMMENT Additional Comment Dec 14, 2010	I was most satisfied with their professionalism.

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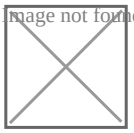

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COMMENT
Additional Comment
Dec 13, 2010

They did an overall great job.

COMMENT
Additional Comment
Dec 13, 2010

I saw them working in my neighborhood (that's how I originally heard of them). They have lived up to my expectations. They were all very knowledgeable, especially the owner. You get what you pay for.

COMMENT
Additional Comment
Dec 13, 2010

Everyone did a fine job.

COMMENT
Additional Comment
Dec 13, 2010

The way that they looked after and respected my property while they were working. I was very impressed in this regard.

COMMENT
Additional Comment
Dec 13, 2010

They worked very diligently on the job site at the house.

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