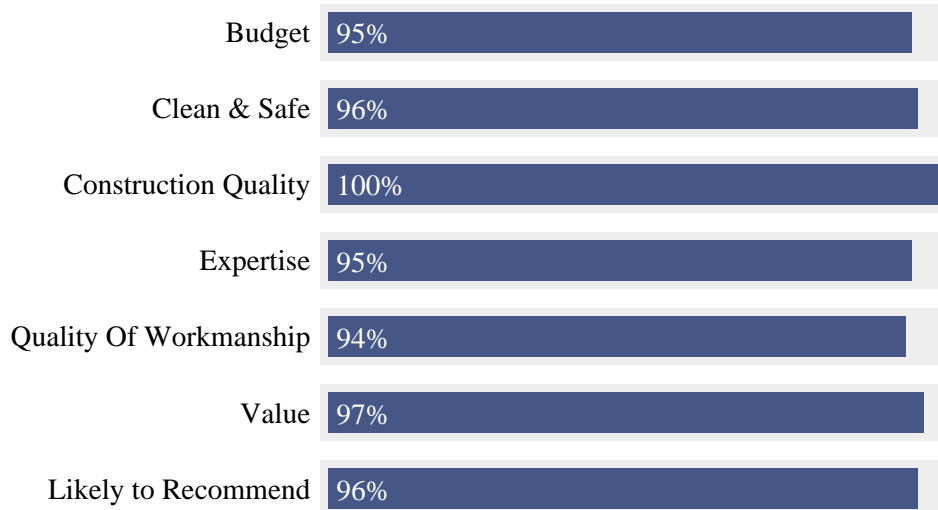


# PBS Contractors



## Customer Feedback Summary

Of 290 customers surveyed, 159 responded



4395 Corporate Square  
Naples, FL 34104  
(239) 643-6527  
yourconciergebuilder.com

### GUILDMEMBER SINCE 2015

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

We have surveyed customers on behalf of PBS Contractors in Naples, FL; Marco Island, FL; Bonita Springs, FL; Estero, FL; Ave Maria, FL; Ft Myers, FL; and Douglassville, PA.

In this report, PBS Contractors has published a summary of the customer feedback they've received since they joined GuildQuality in July 2015. In that time, 159 out of 290 customers (55%) responded to a GuildQuality satisfaction survey, with the most recent response in May 2019.

## Recent Reviews & Published Comments

COMMENT

Additional Comment  
May 01, 2019

David Minton and Rob Lowman

COMMENT

Additional Comment  
May 01, 2019

Good quality work.

COMMENT

Additional Comment  
May 01, 2019

Good quality work and good people to work with.

COMMENT

Additional Comment  
May 01, 2019

Once problems were noted PBS addressed the issue with subcontractors timely.

COMMENT

Additional Comment  
Apr 12, 2019

David, Zach and our decorator/designer Beatrice Becos.

COMMENT

Additional Comment  
Apr 12, 2019

David Mitton and Zach Santos did a great job. Zach was the site manager/supervisor and David Mitton was the prime contact.

# PBS Contractors



REVIEW

Tom H.  
Naples, FL  
Apr 12, 2019



It was a difficult job and a lot of complicated logistics. They worked out pretty well.

COMMENT

Additional Comment  
Mar 28, 2019

Having gone through many prior renovation projects, PBS is extremely organized and professional.

COMMENT

Additional Comment  
Mar 28, 2019

At the moment, I am very satisfied with PBS Contractors and the detail of the scope and planning to get to the start of the renovation.

COMMENT

Additional Comment  
Mar 28, 2019

I also hope this comes up to a 4 at the end of the project. I received an excellent referral from owner in my building and was very happy when Mario arranged for me to see the final output of Apt 1101.

COMMENT

Additional Comment  
Mar 13, 2019

The salesman was excellent!

REVIEW

Beth C.  
Naples, FL  
Mar 06, 2019



My experience with PBS Contractors has been seamless so far. I am a part time Naples resident, so much of my involvement has been done remotely. One of the main reasons I hired PBS was because of their attentiveness, responsiveness and ease of communication. Managing the project from another state,...

COMMENT

Additional Comment  
Mar 04, 2019

Mike Brunoli was great to work with!! He sees a project through from start to finish and everywhere in between.

COMMENT

Additional Comment  
Mar 04, 2019

PBS has done amazing work for us and would definitely use them in the future!!

COMMENT

Additional Comment  
Feb 08, 2019

I was most satisfied with their follow up and staying on top of the project.

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COMMENT  
Additional Comment  
Feb 08, 2019

We are repeat customers.

COMMENT  
Additional Comment  
Jan 03, 2019

I would like to recognize Michael Gordall and Tommy Cox.

COMMENT  
Additional Comment  
Jan 03, 2019

The issues we had more having had more to do with the Board. It had nothing to do with the contractor. I do not have anything bad to say about PBS Contractors.

COMMENT  
Additional Comment  
Jan 03, 2019

I was most satisfied with the communication. He listened to what we wanted. He effectively communicated with any and all aspects of the job. They have open communication.

REVIEW  
Wendy S.  
Naples, FL  
Jan 03, 2019  
★★★★★

I highly recommend PBS Contractors! The final product even exceeded our expectations.

*Comment from PBS Contractors*

We appreciate you so much! Honored to be a part of turning your project into a family home.

COMMENT  
Additional Comment  
Dec 14, 2018

Mike Brunoli... excellent to work with, always responded quickly and honestly He made a nightmare of a project seem very smooth to me..

COMMENT  
Additional Comment  
Dec 14, 2018

none

COMMENT  
Additional Comment  
Dec 14, 2018

Our project ran into some pricing issues as the city licensing changed mid way thru the project. Mike gave me several options on how we could handle it. I felt comfortable that he knew what he was doing and could handle it.

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REVIEW

Cari S.  
Naples, FL  
Dec 14, 2018  
★★★★★

After the hurricane I had heard so many horror stories of bad contractors and terrible work.. PBS was superior to work with, always communicating with me, sending pictures, updating as needed. They were reliable and honest and thorough. I worked with Mike Brunoli and would have to give him very high...

COMMENT

Additional Comment  
Sep 22, 2018

The entire team was fabulous. Very happy with the outcome and very grateful for the help provided.

COMMENT

Additional Comment  
Sep 22, 2018

Customer service - a truly professional and caring group of people. I would recommend PBS without hesitation.

COMMENT

Additional Comment  
Sep 08, 2018

PBS has been consistently been there for us...overseeing our project's complete renovation during some trying times post Irma. We had mildew & asbestos removal, delayed receipt of hurricane graded windows, etc. they handled all issues on our behalf with great professionalism and a claiming effect...

COMMENT

Additional Comment  
Aug 21, 2018

There was no "salesperson" involved. Mike Brunoli, as project manager, has been outstanding as the lead representative of PBS. He is professional, attentive, and a Red Sox fan. What more could you ask for?

COMMENT

Additional Comment  
Jul 09, 2018

Never fell short.

COMMENT

Additional Comment  
Jul 09, 2018

Ann and Brent have been wonderful to work with, the job site was kept neat and everyone stayed on task.

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