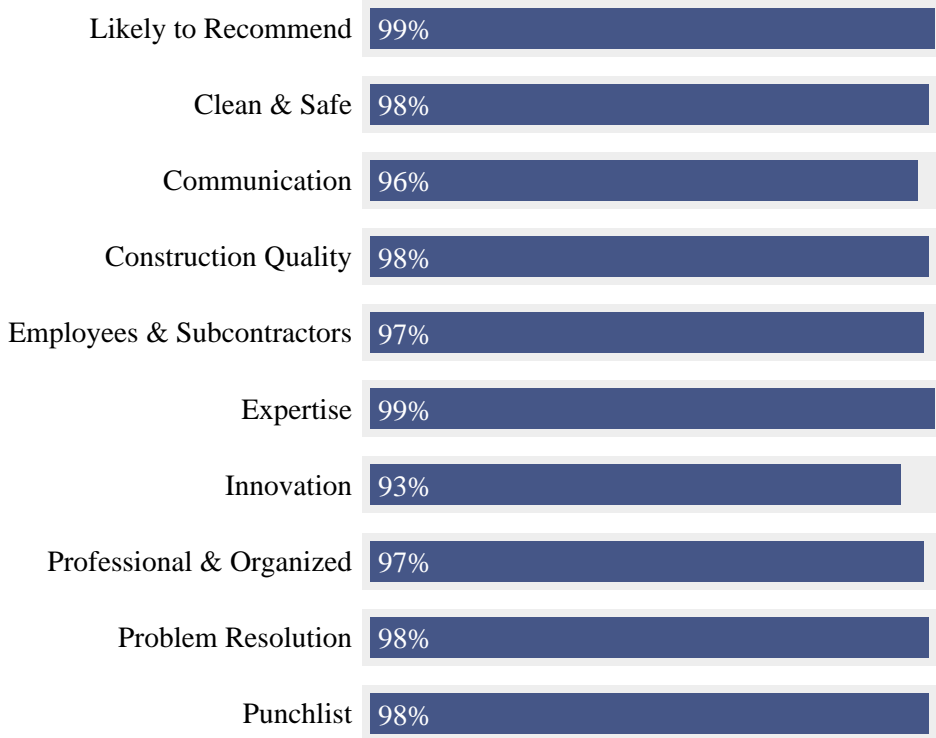


CUSTOMER FEEDBACK REPORT *for*  
**Penn Contractors, Inc.**



## Customer Feedback Summary

Of 128 customers surveyed, 98 responded



419 Dalton Street  
Emmaus , PA 18049  
(610) 965-4204  
[www.penncontractors.com](http://www.penncontractors.com)

### **GUILDMEMBER SINCE 2018**

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

We have surveyed customers on behalf of Penn Contractors, Inc. in Allentown, PA; Bethlehem, PA; Emmaus, PA; Macungie, PA; Coopersburg, PA; Alburtis, PA; Center Valley, PA; Zionsville, PA; Easton, PA; Fogelsville, PA; and 21 other cities in Pennsylvania.

In this report, Penn Contractors, Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in December 2018. In that time, 98 out of 128 customers (77%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

## Recent Reviews & Published Comments

### REVIEW

Linda M.  
Bethlehem, PA  
Nov 26, 2019



I've done three projects with Penn Contractors. The work they do is impeccable and they keep their job sites clean. Everyone I've worked with there has been responsive and courteous. I strongly recommend them for home improvement projects.

# Penn Contractors, Inc.



COMMENT

Additional Comment  
Jul 22, 2019

We were pleased with the quality of this project. Bruce assembled the right experts to assure the approach to the project was informed. The designer we worked with, Carol K, was an asset and made good suggestions that added value. She was detailed oriented, had a flair for design, and by following her suggestions, the end result was beautiful and better than I had initially pictured. All subs were very good. In particular, Tom Balliet was a wonderful leader to work with. He was prompt in replies, followed everything to resolution, and assured the project was done to specifications. There was no question that was too much for him to address. His mild mannered and reassuring approach was appreciated. Likewise, Matt, the day to day leader was an excellent craftsman as well as one to address our issues. We were fortunate to have both Tom and Matt lead our project.

COMMENT

Additional Comment  
May 30, 2019

All the materials used in our house renovation were high quality. Love the cabinets Penn uses and would never have found them on my own.

COMMENT

Additional Comment  
May 30, 2019

This is one of the biggest strengths of Penn Contractors. Doing a renovation on a 90 year old house is bound to produce unexpected situations. Whenever an issue arose, Penn worked with us to find a resolution quickly and amicably.

419 Dalton Street  
Emmaus , PA 18049  
(610) 965-4204  
[www.penncontractors.com](http://www.penncontractors.com)

**GUILDMEMBER SINCE 2018**

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

We have surveyed customers on behalf of Penn Contractors, Inc. in Allentown, PA; Bethlehem, PA; Emmaus, PA; Macungie, PA; Coopersburg, PA; Albury, PA; Center Valley, PA; Zionsville, PA; Easton, PA; Fogelsville, PA; and 21 other cities in Pennsylvania.

In this report, Penn Contractors, Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in December 2018. In that time, 98 out of 128 customers (77%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

# Penn Contractors, Inc.



REVIEW

Kimberly H.  
Allentown, PA  
May 30, 2019  
★★★★★

Penn Contractors are our go-to home renovation company. We have used them twice now and will use them again. They are professional, very clean, and they get things done in a timely manner. They only use top of the line materials so your renovation will look like new for years to come. Their designer is insightful and carefully listens to what you are hoping to do then guides the process so renovations look even better than you could have imagined. The project managers are more than construction workers, they are craftsman taking pride in their work. They keep the work moving at a great clip and your house is clean after every work day. When issues arise, as they will when you are renovating a 90 year old house, Penn is quick to resolve the situation. Making things right when something goes wrong, is one of Penn Contractors best qualities. You can be assured that you will be satisfied with Penn Contractors. We highly recommend them for your home renovation project.

REVIEW

Edward W.  
Center Valley, PA  
May 24, 2019  
★★★★★

The Penn employee, Greg, was phenomenal in his approach to answering our questions and working with our time constraints. He was very knowledgeable with the contractors as well as the processes. I would highly recommend Penn because of that employee.

REVIEW

Juliet R.  
Springfield Township,  
PA  
May 23, 2019  
★★★★★

Penn contracting offers premium contracting with world class service. If you're looking for the best outcome and experience, and are willing to pay for it, you can rely on Penn to come through. Our renovations provide a daily source of satisfaction and joy!

419 Dalton Street  
Emmaus , PA 18049  
(610) 965-4204  
[www.penncontractors.com](http://www.penncontractors.com)

**GUILDMEMBER SINCE 2018**

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

We have surveyed customers on behalf of Penn Contractors, Inc. in Allentown, PA; Bethlehem, PA; Emmaus, PA; Macungie, PA; Coopersburg, PA; Alburdis, PA; Center Valley, PA; Zionsville, PA; Easton, PA; Fogelsville, PA; and 21 other cities in Pennsylvania.

In this report, Penn Contractors, Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in December 2018. In that time, 98 out of 128 customers (77%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

# Penn Contractors, Inc.



REVIEW

Cheryl A.  
Bethlehem, PA  
Mar 04, 2019



Bruce and his crew were exceptional. Always professional yet friendly. Communication was key to this successful project.

Comment from Penn Contractors, Inc.

Cheryl & Patrick- We're thrilled that you appreciate our efforts. Bruce & Team Penn

419 Dalton Street  
Emmaus , PA 18049  
(610) 965-4204  
[www.penncontractors.com](http://www.penncontractors.com)

**GUILDMEMBER SINCE 2018**

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

We have surveyed customers on behalf of Penn Contractors, Inc. in Allentown, PA; Bethlehem, PA; Emmaus, PA; Macungie, PA; Coopersburg, PA; Albury, PA; Center Valley, PA; Zionsville, PA; Easton, PA; Fogelsville, PA; and 21 other cities in Pennsylvania.

In this report, Penn Contractors, Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in December 2018. In that time, 98 out of 128 customers (77%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

COMMENT

Additional Comment  
Jan 28, 2019

On-site construction management was fantastic. Crews showed up when they said they would. Construction was always moving forward. Sub-contractors were well managed.

REVIEW

Betsy S.  
Allentown, PA  
Jan 26, 2019



We have done 7 project through Penn Contractors. There is no need to go anywhere else. They will continue to work with you until you are totally satisfied. If something comes up a year or two after the project was completed they are willing to help find a solution.

COMMENT

Additional Comment  
Jan 10, 2019

I was most satisfied with their ability to be able to interpret what I wanted to see as the end product. They were willing to work with me to work with outside sources and to incorporate that.

COMMENT

Additional Comment  
Aug 16, 2014

They put a lot of thought into the functional and aesthetic aspects of the design. They were knowledgeable, helpful, patient and personable. They left the worksite pristine each day.

REVIEW

B.M.A.  
Allentown, PA  
Aug 16, 2014



We really enjoyed working with Penn Contractors on our kitchen remodel. Everyone is so knowledgeable, creative, patient and personable. They took the time to find out how we use our kitchen and created a design that greatly improved its beauty and function.

# Penn Contractors, Inc.



REVIEW

Bob G.  
Allentown, PA  
Aug 03, 2014  
★★★★★

Penn Contractors does very High Quality work, with excellent quality materials, they have an excellent design capability combined with a very diligent workforce, their work is completed on time, every day they do an excellent cleanup at the end of each workday, which was sincerely appreciated , we had a very nice "perfect" outcome, family is delighted with the end result , I would highly recommend Penn to anyone looking for a first class very detailed "FLAWLESS " outcome,

COMMENT

Additional Comment  
Jul 30, 2014

Matt from Penn was excellent to work with. He had an appreciation for how a remodel impacts the day-to-day lives of your customers and was very considerate throughout our project. Robbie from Wetzel stood out as well. He too was great to work with and made sure that if we had his contact details should any plumbing issues arise after hours.

REVIEW

John M.  
Germansville, PA  
Jul 30, 2014  
★★★★★

We are very pleased with the remodeling work Penn Contractors did to improve our home! Penn Contractors remodeled our kitchen, bathroom, TV room, and laundry room. Penn Contractors were pleasant to work with and we are very happy with the high quality work they did for us. We recommend Penn Contractors to all our family and friends! We give Penn Contractors a Five Star Rating! We were amazed at how well they came through with completing our home improvements. Penn contractors keeps their word and deliver beautiful home renovations! A big shout out of thanks to Penn Contractors for a job well done!

419 Dalton Street  
Emmaus , PA 18049  
(610) 965-4204  
[www.penncontractors.com](http://www.penncontractors.com)

**GUILDMEMBER SINCE 2018**

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

We have surveyed customers on behalf of Penn Contractors, Inc. in Allentown, PA; Bethlehem, PA; Emmaus, PA; Macungie, PA; Coopersburg, PA; Alburdis, PA; Center Valley, PA; Zionsville, PA; Easton, PA; Fogelsville, PA; and 21 other cities in Pennsylvania.

In this report, Penn Contractors, Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in December 2018. In that time, 98 out of 128 customers (77%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

CUSTOMER FEEDBACK REPORT *for*  
**Penn Contractors, Inc.**



REVIEW  
Thomas D.  
Whitehall, PA  
Jul 28, 2014  
★★★★★

The initial process was very painless. They were well organized and laid out the product well. They were on time and on budget. Where they stumbled was in problem resolution, like with the flooring issue. Anything routine like installing cabinets, they were really good at.

REVIEW  
Ben H.  
Allentown, PA  
Jul 28, 2014  
★★★★★

Penn Contractors, Inc. provided a high quality product for us. The patio they built us exceeded our expectations and is a beautiful addition to our home. The company stayed in constant communication with us, provided designs for us, and helped us figure out exactly what we were looking for. We would definitely recommend them in the future.

REVIEW  
Joyce M.  
Emmaus, PA  
Jul 28, 2014  
★★★★★

Well, Penn Contractors provided me with quality work, that was on time and was within my budget so I was more than satisfied with their work.

COMMENT  
Additional Comment  
Jul 21, 2014

Everyone from Penn Contractors were wonderful to work with!

COMMENT  
Additional Comment  
Jul 20, 2014

We've used Penn Contractors for at least 4 projects and we've been totally satisfied with their work each time.

COMMENT  
Additional Comment  
Jul 20, 2014

Professionalism. Taking the project from idea to completion. Bringing in quality subcontractors and designers, as needed. Listening and discussing our project-related needs/concerns.

COMMENT  
Additional Comment  
Jul 20, 2014

No.

419 Dalton Street  
Emmaus , PA 18049  
(610) 965-4204  
[www.penncontractors.com](http://www.penncontractors.com)

**GUILDMEMBER SINCE 2018**

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

We have surveyed customers on behalf of Penn Contractors, Inc. in Allentown, PA; Bethlehem, PA; Emmaus, PA; Macungie, PA; Coopersburg, PA; Alburdis, PA; Center Valley, PA; Zionsville, PA; Easton, PA; Fogelsville, PA; and 21 other cities in Pennsylvania.

In this report, Penn Contractors, Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in December 2018. In that time, 98 out of 128 customers (77%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.

CUSTOMER FEEDBACK REPORT *for*  
**Penn Contractors, Inc.**



REVIEW

J.A.S.  
Bethlehem, PA  
Jul 20, 2014  
★★★★★

We have used Penn Contractors for at least 4 projects and they have been wonderful to work with each time. They listen to what we'd like to do and then work with us to take the job from idea to completion in a very organized way. All plans and costs are laid out in writing in advance so that there are no surprises. Their work is very professional, top quality. We've ended up with some amazing improvements to our home that we can enjoy, but also add to the value of our home. We have referred people to Penn Contractors on several occasions.

COMMENT

Additional Comment  
Jul 20, 2014

None really.

COMMENT

Additional Comment  
Jul 20, 2014

Figuring out what we could do and then doing it. It was a complicated job and they sweated every detail with us.

COMMENT

Additional Comment  
Jul 19, 2014

None

COMMENT

Additional Comment  
Jul 19, 2014

Our small powder room project turned out to be more than we bargained for. But Bruce's workman made the project run smoothly & on time !

COMMENT

Additional Comment  
Jul 19, 2014

We have known Bruce Snyder for a long time & have completed several projects. We were always have been very pleased with the completion .

COMMENT

Additional Comment  
Jul 19, 2014

None!

419 Dalton Street  
Emmaus , PA 18049  
(610) 965-4204  
[www.penncontractors.com](http://www.penncontractors.com)

**GUILDMEMBER SINCE 2018**

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

We have surveyed customers on behalf of Penn Contractors, Inc. in Allentown, PA; Bethlehem, PA; Emmaus, PA; Macungie, PA; Coopersburg, PA; Alburdis, PA; Center Valley, PA; Zionsville, PA; Easton, PA; Fogelsville, PA; and 21 other cities in Pennsylvania.

In this report, Penn Contractors, Inc. has published a summary of the customer feedback they've received since they joined GuildQuality in December 2018. In that time, 98 out of 128 customers (77%) responded to a GuildQuality satisfaction survey, with the most recent response in November 2019.