

CUSTOMER FEEDBACK REPORT *for*
Wolters Construction



Customer Feedback Summary

Of 23 customers surveyed, 20 responded



1252 ROAD Q
HUGOTON , KS 67951
(620) 544-2500
woltersconstruction.com

GUILDMEMBER SINCE 2018

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

We have surveyed customers on behalf of Wolters Construction in Hugoton, KS; Johnson, KS; Minneola, KS; Liberal, KS; Hooker, OK; Garden City, KS; Sublette, KS; Guymon, OK; Rolla, KS; Moscow, KS; and 1 other city in Kansas.

In this report, Wolters Construction has published a summary of the customer feedback they've received since they joined GuildQuality in October 2018. In that time, 20 out of 23 customers (87%) responded to a GuildQuality satisfaction survey, with the most recent response in September 2019.

Recent Reviews & Published Comments

COMMENT

Additional Comment
Sep 25, 2019

Wolters stands behind their products and were exceptional in keeping our specific desires in mind throughout the entire process. We could not have asked for a better experience. We would want them to build our next home.

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REVIEW

Nathan S.
Minneola, KS
Sep 25, 2019



Wolters Construction repeatedly went above and beyond to build a high quality home that will last. They were concerned with the durability of materials used in every step of the process. We were given well-informed explanations of all options available which made usually difficult decisions much more straightforward and simple. If we weren't happy with how something turned out, they were quick to suggest alternatives and make immediate changes. They took so much extra time learning what we wanted in a home and making that a reality. We were able to trust them completely which made the process much more smooth. Wolters Construction stands behind their finished products and take pride in their work. We couldn't have asked for more from the builders of our first home!

Comment from Wolters Construction

Thank you, Nathan. We are grateful that you are so pleased with your new home. We count it a privilege to work with you & would be honored to do so, again, if you ever have need. Thank you!

REVIEW

Martin W.
Hugoton, KS
Sep 18, 2019



This was a refreshing experience from dealing with many contractors in the past. Pricing was reasonable, job start date was clearly communicated (and kept!) and the project was completed in a timely fashion. Quality of work was outstanding.

Comment from Wolters Construction

Thank you for your glowing review. We do our best & would be delighted to work with you on your next project.

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COMMENT
Additional Comment
Jun 26, 2019

I am satisfied that they did a great job!

COMMENT
Additional Comment
Feb 20, 2019

It was a good experience and I would recommend them to anybody that needs construction work.

COMMENT
Additional Comment
Feb 20, 2019

Wolters Construction did what they said they would do and they tried their very best to do it on time and exactly as they said. They did a good job!

COMMENT
Additional Comment
Feb 18, 2019

The work is excellent and the finished product is beautiful. It is exactly what we wanted.

COMMENT
Additional Comment
Feb 18, 2019

I am most satisfied with the best overall quality, and communication. They went above and beyond. I am very satisfied.

COMMENT
Additional Comment
Feb 18, 2019

I would refer to Wolters Construction if asked. They are at the top of the list for recommendations.

REVIEW
Mike P.
Guymon, OK
Jan 25, 2019
★★★★★

They do excellent work, are very easy to work with, and did everything we agreed upon in a timely manner.

COMMENT
Additional Comment
Nov 25, 2018

The work was excellent. The quote we were given was very accurate and they stayed on budget. They were very easy to work with.

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COMMENT

Additional Comment
Nov 20, 2018

In a small community, a construction company has unique challenges. The team is called upon to work nearly all facets in a construction project rather than have crews for specialized tasks. For instance, the crew must know framing, finish carpentry, drywall, paint, tile, etc. They have excellent working relationships with other contractors (e.g., electrical & plumbing). Wolters construction crews wear multiple hats, yet the end product looks like specialized crews were called upon for each task. Well done.

REVIEW

Roy B.
Hugoton, KS
Nov 20, 2018



We hired Wolters Construction for multiple projects, from small to large scale. This includes a major home remodel, including an entirely new kitchen. We have also had windows installed, built a large steel shop, and multiple other smaller projects. They have done a superior job on every project. We love the cabinets in the kitchen and the windows are remarkable in looks, sound suppression, and the expected thermal efficiency. The design and suggestions for the house/kitchen were wonderful and the usual remodel challenges in an old house were dealt with in a very professional and timely manner. Each challenge was met with a solid suggestion and plan for how to mitigate the problem. I couldn't be happier with the end results and simply enjoy working with each member of their wonderful team.

Comment from Wolters Construction

We appreciate your kind words & business. We are mutually satisfied with customers such as you. Thank you.

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COMMENT
Additional Comment
Nov 06, 2018

I was most satisfied with the effort to stay within my budget & even coming in below my projected budget. I appreciate their work ethic. The workers were on site quickly & worked hard to finish in the time expected. The work site was clean each evening. I especially appreciate their trustworthiness. I was at work most of the time they were working at my house & I felt completely comfortable with the workers in my house in my absence.

REVIEW
Jill S.
Hugoton, KS
Nov 06, 2018
★★★★★

I was extremely satisfied with the work Wolters Construction completed on my house. From the owner to the workers I was treated professionally & fairly. Rick was honest with me & worked with me to choose good quality products within my budget. I especially appreciate the company's diligent effort to stay within my budget. The work was done in a timely fashion & with expert workmanship. I would highly recommend Wolters Construction & will definitely use them in the future.

COMMENT
Additional Comment
Nov 05, 2018

I was most satisfied with the windows they put in. They were good quality and they did a beautiful job in putting them in. They took down a wall and re-did it. They put on five new storm doors, which are much better than the ones I had 50 years ago. They needed to be replaced.

COMMENT
Additional Comment
Oct 23, 2018

You will not be sorry with the workmanship. They come in to do the job and get it done. No lingering.

COMMENT
Additional Comment
Oct 23, 2018

Everything they have done for me is excellent. All of the people you deal with are very polite and professional.

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COMMENT
Additional Comment
Oct 09, 2018
Both Nate and Rick worked together well. They sold us a good product.

COMMENT
Additional Comment
Oct 09, 2018
I was probably most satisfied with the schedule.

COMMENT
Additional Comment
Oct 04, 2018
I was satisfied working with Rick and how he resolved issues before they came up.

REVIEW
Rustin S.
Johnson, KS
Oct 04, 2018
★★★★★
Thankful I was able to work with Rick.

COMMENT
Additional Comment
Oct 01, 2018
We enjoyed everything.

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