

GuildQuality of Atlanta, GA provides customer satisfaction surveying for homebuilders, remodelers, contractors & real estate companies with a commitment to exceptional service. With GuildQuality, they receive real-time customer feedback, so they can monitor and improve quality, and articulate that quality for prospective customers.

Wood Wise Design and Remodeling has been a Guildmember since 2007. In that time, 83 out of 98 customers have responded to the GuildQuality Satisfaction Survey. A summary of all responses are as follows:

Likely to Recommend	100%
Clean & Safe	99%
Construction Quality	98%
Employees & Subcontractors	100%
Professional & Organized	100%
Value	100%
Client For Life	97%
Communication	94%
Dust & Dirt Control	98%
Expertise	100%
Trust	98%
Problem Resolution	95%

Please see the following pages for some individual customer responses and comments from the Wood Wise surveys.

Customer: **Stephano** Date: **July 2012** Project: **Master Bath**

01 Professional & Organized

Employees were organized and professional.

0 1 2 3 4

02 Schedule

They adhered to our agreed-upon schedule.

While the project took longer than the initial 6 to 7 weeks projected, the delays were outside of Wood Wise's control. The longer schedule was not an issue for us at all.

0 1 2 3 4

03 Budget

They worked within our budget and kept costs in line.

Any and all costs outside of the budget were our choice, i.e., the marble flooring. Wood Wise did inform us of what the overage would be.

0 1 2 3 4

04 Construction Quality

I am satisfied with the quality of materials and workmanship.

We were particularly pleased with the quality of Greg's work.

0 1 2 3 4

05 Communication

The staff communicates with me effectively.

0 1 2 3 4

06 Problem Resolution

The staff addresses and resolves problems effectively.

This was the one area that we felt Wood Wise excelled at. We only had to mention our concerns once and they were addressed.

0 1 2 3 4

07 Clean & Safe

The job site is kept clean and safe.

0 1 2 3 4

08 Trust

I trust them to follow through on commitments.

0 1 2 3 4

09 Punchlist

The punchlist was completed in a timely manner.

Punch list not completed as of this date: drawer pulls just arrived along with door knobs. Plate at base of tub pipe still needs to be installed by plumber.

0 1 2 3 4

10 Dust & Dirt Control

Adequate measures were taken to effectively control dust and dirt during construction.

0 1 2 3 4

11 Value Received

I received a fair value for my money.

0 1 2 3 4

12 Design Solutions

The design process offered good solutions for my problems.

0 1 2 3 4

13 Selections

The design team made the selections process easy and efficient.

0 1 2 3 4

14 Subcontractors

Subcontractors were professional and pleasant.

0 1 2 3 4

15 Employees

Employees were courteous and professional.

Wood Wise employees were great!

0 1 2 3 4

16 Likely To Recommend

I am likely to recommend Wood Wise to a friend.

0 1 2 3 4

17 Client For Life

I would consider myself a client for life.

Yes

Customer: **Capell** Date: **Dec 2011** Project: **Multi-level Outdoor Living Space**

Abbreviated for space

01 Professional & Organized

Employees were organized and professional.

The process was immensely satisfying and gave us a high degree of confidence that Wood Wise could deliver what we wanted - as indeed they did.

0 1 2 3 4

02 Schedule

They adhered to our agreed-upon schedule.

Took a little longer than the initial expectation, but that was driven by the complexity of some of the items that we built into this.

0 1 2 3 4

03 Budget

They worked within our budget and kept costs in line.

We had set some rough guidelines at the beginning and once that was established Hank worked very hard to keep circling back and ensure that our overall cost stayed close to what we were looking at.

0 1 2 3 4

04 Construction Quality

I am satisfied with the quality of materials and workmanship.

We could not be happier in this regard. Wood Wise does a first class job.

0 1 2 3 4

05 Communication

The staff communicates with me effectively.

During construction, project management and individual contractors always kept us apprised of progress and any issues in a timely and professional manner.

0 1 2 3 4

06 Problem Resolution

The staff addresses and resolves problems effectively.

Our only significant problem was with the composite decking on the outside portion of the project, which required a warranty claim through the manufacturer due to poor surface issues. Wood Wise did a great job of managing it through to successful completion.

0 1 2 3 4

07 Clean & Safe

The job site is kept clean and safe.

This was simply exceptional. At the end of the day all the dust was gone and we never got one screw or nail in a tire - my personal measure of success!

0 1 2 3 4

08 Trust

I trust them to follow through on commitments.

Absolutely.

0 1 2 3 4

09 Punchlist

The punchlist was completed in a timely manner.

0 1 2 3 4

See #6 - deck. This took time, but that was acceptable given the complexity of these issues and the dependence on manufacturer's processes. All other punch list items were addressed extremely well to a fine level of detail - even where these resulted in in-flight changes to specification (e.g., hinged shutter screens with catches).

0 1 2 3 4

10 Dust & Dirt Control

Adequate measures were taken to effectively control dust and dirt during construction.

Especially worthy of note here were the painters whose use of protective coverings for windows and doors during the major painting operations resulted in no overspray issues whatsoever.

0 1 2 3 4

11 Value Received

I received a fair value for my money.

We have no benchmarks to compare here, but we both feel that we have an excellent final product. We would do the whole thing again in a heartbeat.

0 1 2 3 4

12 Design Solutions

The design process offered good solutions for my problems.

This was first class. I forget how many times we moved the fireplace... Hank never once gave any indication of a lack of patience or hurrying us along.

0 1 2 3 4

13 Selections

The design team made the selections process easy and efficient.

0 1 2 3 4

14 Subcontractors

Subcontractors were professional and pleasant.

Very nice people, extremely polite and engaging, flexible and always keen to provide useful insights to help steer past potential issues along the way.

0 1 2 3 4

15 Employees

Employees were courteous and professional.

Always. Very fine people indeed.

0 1 2 3 4

16 Likely To Recommend

I am likely to recommend Wood Wise to a friend.

Already have - to many.

0 1 2 3 4

17 Client For Life

I would consider myself a client for life.

Wouldn't hesitate to do another project with Wood Wise.

Yes

Customer: **Parrish** Date: **Aug 2012** Project: **Kitchen & Family Room Remodel**

01 Professional & Organized

Employees were organized and professional.

0 1 2 3 4

02 Schedule

They adhered to our agreed-upon schedule.

0 1 2 3 4

03 Budget

They worked within our budget and kept costs in line.

0 1 2 3 4

04 Construction Quality

I am satisfied with the quality of materials and workmanship.

0 1 2 3 4

05 Communication

The staff communicates with me effectively.

0 1 2 3 4

06 Problem Resolution

The staff addresses and resolves problems effectively.

0 1 2 3 4

07 Clean & Safe

The job site is kept clean and safe.

0 1 2 3 4

08 Trust

I trust them to follow through on commitments.

0 1 2 3 4

09 Punchlist

The punchlist was completed in a timely manner.

0 1 2 3 4

10 Dust & Dirt Control

Adequate measures were taken to effectively control dust and dirt during construction.

0 1 2 3 4

11 Value Received

I received a fair value for my money.

0 1 2 3 4

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13 Selections

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14 Subcontractors

Subcontractors were professional and pleasant.

0 1 2 3 4

15 Employees

Employees were courteous and professional.

0 1 2 3 4

16 Likely To Recommend

I am likely to recommend Wood Wise to a friend.

0 1 2 3 4

17 Client For Life

I would consider myself a client for life.

Yes

Client comment: *Tried to think of something but the whole process went pretty smoothly. Perhaps you could hone in on the granite estimates. We purposefully chose low and medium-priced pieces for comparison and were surprised when told by the sub that they would cost the same. We enjoyed working with everyone. It was a great adventure and the house looks wonderful. Thanks for the professional job.*

Customer: **Miller** Date: **Dec 2011** Project: **Outdoor Living Space**

01 Professional & Organized

Employees were organized and professional.

0 1 2 3 4

02 Schedule

They adhered to our agreed-upon schedule.

0 1 2 3 4

03 Budget

They worked within our budget and kept costs in line.

0 1 2 3 4

04 Construction Quality

I am satisfied with the quality of materials and workmanship.

0 1 2 3 4

05 Communication

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15 Employees

Employees were courteous and professional.

0 1 2 3 4

16 Likely To Recommend

I am likely to recommend Wood Wise to a friend.

0 1 2 3 4

17 Client For Life

I would consider myself a client for life.

Yes

Client comment: *The design process addressed our needs and functions. Work was completed in a timely manner within budget and on time. Every effort was made to do top quality work. We have had a two-part job going on. They go above and beyond. I'm a happy customer.*

Customer: **Greene** Date: **Aug 2012** Project: **Kitchen Remodel**

01 Professional & Organized

Employees were organized and professional.

0 1 2 3 4

02 Schedule

They adhered to our agreed-upon schedule.

0 1 2 3 4

03 Budget

They worked within our budget and kept costs in line.

0 1 2 3 4

04 Construction Quality

I am satisfied with the quality of materials and workmanship.

0 1 2 3 4

05 Communication

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14 Subcontractors

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0 1 2 3 4

15 Employees

Employees were courteous and professional.

0 1 2 3 4

16 Likely To Recommend

I am likely to recommend Wood Wise to a friend.

0 1 2 3 4

17 Client For Life

I would consider myself a client for life.

Yes

Client comment: *We had a great experience with Wood Wise Design. Hank and his team carefully planned and executed our kitchen remodel perfectly. Our Project Manager, Ben, always kept us informed about what was going on and who would be at our house from day to day. We felt comfortable with the subcontractors, and Ben made sure they cleaned up the space at the end of the day. Kathy was a tremendous help with assisting with all the selections and making sure it all came together. We can't thank Hank, Kathy, Ben and Greg for such a job well done. We love our kitchen!*

Customer: **Heinzen** Date: **July 2012** Project: **Master Bedroom Remodel**

01 Professional & Organized

Employees were organized and professional.

0 1 2 3 4

02 Schedule

They adhered to our agreed-upon schedule.

0 1 2 3 4

03 Budget

They worked within our budget and kept costs in line.

0 1 2 3 4

04 Construction Quality

I am satisfied with the quality of materials and workmanship.

0 1 2 3 4

05 Communication

The staff communicates with me effectively.

0 1 2 3 4

06 Problem Resolution

The staff addresses and resolves problems effectively.

0 1 2 3 4

07 Clean & Safe

The job site is kept clean and safe.

0 1 2 3 4

08 Trust

I trust them to follow through on commitments.

0 1 2 3 4

09 Punchlist

The punchlist was completed in a timely manner.

0 1 2 3 4

10 Dust & Dirt Control

Adequate measures were taken to effectively control dust and dirt during construction.

0 1 2 3 4

11 Value Received

I received a fair value for my money.

0 1 2 3 4

12 Design Solutions

The design process offered good solutions for my problems.

0 1 2 3 4

13 Selections

The design team made the selections process easy and efficient.

0 1 2 3 4

14 Subcontractors

Subcontractors were professional and pleasant.

0 1 2 3 4

15 Employees

Employees were courteous and professional.

0 1 2 3 4

16 Likely To Recommend

I am likely to recommend Wood Wise to a friend.

0 1 2 3 4

17 Client For Life

I would consider myself a client for life.

Yes

Client comment: *Wood Wise did a really great job with our master bathroom remodel. They offered creative design solutions, for an old house. The design is a classic 1930's black and white, which matches beautifully with the era of our home. I love walking into this bathroom. It has just the right layout, space and aesthetics.*

Customer: **Mast** Date: **Sept 2012** Project: **Outdoor Living Space**

01 Professional & Organized

Employees were organized and professional.

0 1 2 3 4

02 Schedule

They adhered to our agreed-upon schedule.

0 1 2 3 4

03 Budget

They worked within our budget and kept costs in line.

0 1 2 3 4

04 Construction Quality

I am satisfied with the quality of materials and workmanship.

0 1 2 3 4

05 Communication

The staff communicates with me effectively.

0 1 2 3 4

Recognizing everyone has different preferences, we would have preferred daily updates on the plans for the day/week, given a short schedule project. They were always personable when asked. Knowing the timing of decisions we needed to make would have been nice in writing (granite selection, paint selection, cabinet selection, etc.)

06 Problem Resolution

The staff addresses and resolves problems effectively.

0 1 2 3 4

07 Clean & Safe

The job site is kept clean and safe.

Our neighbors commented how clean it was throughout the project. We don't have a point of reference so their comments speak to how clean it was.

0 1 2 3 4

08 Trust

I trust them to follow through on commitments.

0 1 2 3 4

09 Punchlist

The punchlist was completed in a timely manner.

0 1 2 3 4

10 Dust & Dirt Control

Adequate measures were taken to effectively control dust and dirt during construction.

0 1 2 3 4

11 Value Received

I received a fair value for my money.

0 1 2 3 4

12 Design Solutions

The design process offered good solutions for my problems.

The process allowed our ideas to roll into how you would execute them. As part my personality, I provided lots of direction. I would have preferred you develop more diverse options than just telling us why something might not be a good idea (e.g., cabinets outside, TV outside, etc.)

0 1 2 3 4

13 Selections

The design team made the selections process easy and efficient.

Kathy rocked!

0 1 2 3 4

14 Subcontractors

Subcontractors were professional and pleasant.

0 1 2 3 4

15 Employees

Employees were courteous and professional.

0 1 2 3 4

16 Likely To Recommend

I am likely to recommend Wood Wise to a friend.

Already have!

0 1 2 3 4

17 Client For Life

I would consider myself a client for life.

Yes

Client comment: We have 5 more projects in mind. Sadly, we now love the idea of remodeling, but our bank account doesn't!