

ROSSMAN CONSTRUCTION CO

Satisfaction Survey

Survey Completed. 100% of responses were >2.

Contact:	Jeff Densmore	External ID:	OC-2017-WR-755613
Project Address:	27901 742Nd Ave	Project Lot:	212036
Project City:	Dassel	Neighborhood:	OC Warranty
Project State:	MN	Warranty:	SYSTEM
Phone:	(507)351-5550	Shingle:	DURATION
Completion Date:	02/13/2017	MasDealerCode:	212036
Survey Name:	Owens Corning		
Survey Type:	Shortly After Closing		
Survey Completed:	Tuesday April 11th, 2017 7:14 PM EST		
Survey Completion Mode:	Phone		

1. **Contractor Knowledge** - Rossman Construction Co was knowledgeable and helpful regarding my project. n/a 0 1 2 3 **4**

2. **Professional & Organized** - Rossman Construction Co is organized and professional. n/a 0 1 2 3 **4**

3. **Communication** - The staff at Rossman Construction Co communicates with me effectively. n/a 0 1 2 **3** 4

“ I had an issue with my phone and missed a couple of voicemails. ”

4. **Installation Crew** - The Rossman Construction Co installation crew was organized and professional. n/a 0 1 2 3 **4**

“ Those guys were great. ”

5. **Quality Of Materials** - I am satisfied with the quality of materials used. n/a 0 1 2 3 **4**

“ We chose carefully, I was listening to a home improvement show on the radio a few days after the roof was done. It confirmed that we made the right choice. They had a contractor on that said if you're not putting on an Owen's Corning roof you're wasting your money. ”

6. **Quality Of Workmanship** - I am satisfied with the quality of the workmanship. n/a 0 1 2 3 **4**

“ We had a friend come buy who said he would love to know the subcontractors name so he could do work for him, because his work was great. ”

7. **Clean & Safe** - The job site is kept clean and safe. n/a 0 1 2 3 **4**

8. **Work Done Right** - My work was done right the first time. n/a 0 1 2 3 **4**

9. **Problem Resolution** - The staff at Rossman Construction Co addresses and resolves problems effectively. n/a 0 1 2 3 **4**

“ He did call me back when I had a couple of questions right afterwards, he answered them immediately. ”

10. **Schedule** - Rossman Construction Co adhered to our agreed upon schedule. n/a 0 1 2 3 **4**

11. **Appointments & Meetings** - Rossman Construction Co showed up on time for appointments and meetings. n/a 0 1 2 3 **4**

12. **Value Received** - I feel I received a fair value for my money.

n/a 0 1 2 3 4

13. **Likely To Recommend** - I am likely to recommend Rossman Construction Co to a friend.

n/a 0 1 2 3 4

Rossman Construction Co would like to publish your answer to the above question as a star rating from "Jeff D. of Dassel, MN" on their profile at GuildQuality.com and owenscorning.com.

Publish my rating of 5 Stars

“ Those guys are as good as it gets! ”

14. **Area For Improvement** - In what area(s) do you think Rossman Construction Co fell short of your expectations if at all?

15. **Area Of Satisfaction** - In what area(s) were you most satisfied with your experience with Rossman Construction Co and why?

“ I was most satisfied with the overall quality of materials, workmanship and the communication. There was not one bump in the road. About two weeks after the installation we had some bad weather, he actually called me to ask me if I had gone up to see if there were any problems that he needed to address. ”

16. **Current Referrals** - Do you know anyone who would be interested in receiving information about the services and products offered by Rossman Construction Co?

17. **Recognize Excellence** - Is there anyone at Rossman Construction Co you would like to recognize for their exceptional service?

“ I'd like to recognize Mike. ”