

Frontier Custom Builders, Inc.

What Can We Do Better???

Client Name: _____
Address: _____

1 = very bad
2 = not good
3 = good
4 = very good
5 = great

Your input is very important to us. We are constantly trying to improve so that we can provide the highest quality construction and service possible. If you could take 10 minutes to rank our performance using the legend to the right, we will be able to use the information to determine our strengths and weaknesses. Please fax (281-599-8559), mail or give your responses to your project manager.

The Design Process

- If we did not go through the design process together, please check here.
- Rank the time it took Frontier to design you home.
- How did we do at returning calls?.....
- Rank our ability to listen to your likes and dislikes to create an innovative design that you are happy with.
- Rank our knowledge about house designs.
- How well did we do at informing you of total costs at the beginning of the design?....
- Rank the quality of presentation of the plans at each design phase.....
- Rank your overall satisfaction with the completed design.....
- Rank the overall design process.

The Construction Process

- If we did not go through the construction process together, please check here.....
- How good was the overview of the construction process before starting?
- How did we do at answering questions during construction?
- Rank Frontier's follow through on making changes.
- Rank the project manager's timeliness to return calls.
- Rank the office's timeliness to return calls.
- Rank the quality of our suppliers and their knowledge.
- Rank the competitiveness or our supplier's prices.....
- Rank the relationship with you project manager.
- Rank the thoroughness of Frontier's inspections.....
- Rank the thoroughness of Frontier's quality control programs.
- Rank the workmanship of Frontier's contractors.....
- Rank your project manager's knowledge of construction.
- Rank your project manager's follow through.
- Rank your project manager's ability to listen and take notes?
- Rank the overall construction process.

Closing Your New Home

- How good was the project manager's new home orientation?.....
- Rank our follow through and completion of punch list items.
- Rank the final condition of the house at closing.
- How well did Frontier perform at doing everything we said we were going to do?
- Rank our performance of completing your house on time.
- Rank the quality of workmanship throughout the house.
- Rank Frontier's level of organizational skills.
- Rank the level of quality in the house to the purchase price.
- How would you describe building a house with Frontier to a friend?

List the 2 best things you enjoyed while working with Frontier.

List the 2 worst things about Frontier that you feel we should change.

If you have any comments that you feel would be beneficial to improving our design, construction or closing process, or if you feel we did something extraordinarily well, please let us know in the comment section below.

Client Signature _____

Thank you for your input and for the opportunity to work with you.

Sincerely,

Wayne Bopp

Wayne Bopp, President
Frontier Custom Builders, Inc.

1 = very bad
2 = not good
3 = good
4 = very good
5 = great