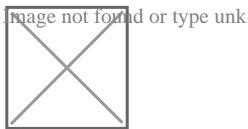
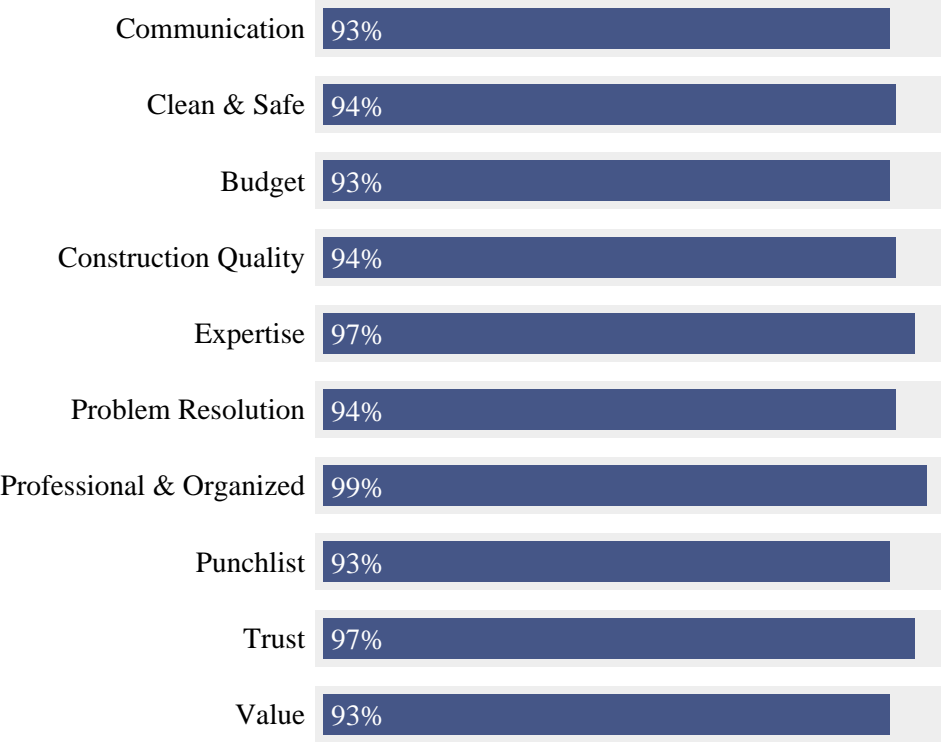


CUSTOMER FEEDBACK REPORT *for*
Schroeder Design/Build



Customer Feedback Summary

Of 104 customers surveyed, 72 responded



3918 Prosperity Ave Suite
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(703) 449-1700

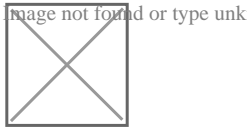
GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, Schroeder Design/Build relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Schroeder Design/Build in Annandale, VA; Fairfax, VA; Alexandria, VA; Arlington, VA; Reston, VA; Vienna, VA; Falls Church, VA; Oakton, VA; Fairfax Station, VA; Sterling, VA; and 10 other cities in Virginia.

Recent Reviews & Published Comments

CUSTOMER FEEDBACK REPORT *for*
Schroeder Design/Build



COMMENT
Additional Comment
Aug 18, 2014

Their communication process was excellent - the lead communicated with me daily and Schroeder project staff came in for a weekly meeting. I got a lot of support for the selection process and I was impressed with the vendors they guided us to for products - especially Mosaic. The lead on the project couldn't have been more professional and knowledgeable - felt very comfortable having him in our home and working on our house. He was conscientious and talented - made the job run smoothly and felt like it was quality work. He came at the same time and left at the same time daily - and always left work areas clean and neat. I also loved the design process - Mike and Andrew worked well together and Mike was very thoughtful in coming up with the perfect plan to meet our needs.

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COMMENT
Additional Comment
Jul 31, 2014

We love our new kitchen and open concept living, dining and home entry areas. Schroeder did a great job!

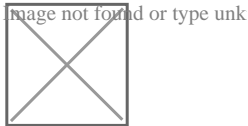
COMMENT
Additional Comment
Mar 03, 2014

Hands down, I would recommend Schroeder Design/Build to anyone looking for a home contractor.

COMMENT
Additional Comment
Mar 03, 2014

Schroeder Design/Build has the most experience with home renovations in our subdivision and their work has consistently been professional and impressive.

CUSTOMER FEEDBACK REPORT *for*
Schroeder Design/Build



COMMENT
Additional Comment
Mar 02, 2014

Tom was an exceptionally talented and knowledgeable worker who gave us a lot of great advice and ideas. Don was a conscientious, meticulous, and honest project manager with whom we could always discuss openly issues and questions. Communicating and planning the project from overseas before we transferred back home was unexpectedly easy, productive, and effective via the website.

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COMMENT
Additional Comment
Mar 02, 2014

Schroeder Design/Build realized our dream house capturing our expectations and staying within budget. Special thanks to Shrutee! Even our visitors comment on the quality of the workmanship

COMMENT
Additional Comment
Feb 25, 2014

Originally (about 20 years ago) from a friend for whom they had worked; subsequently we had them do two different projects for us (in the 1990s), so we went back to them for this one.

COMMENT
Additional Comment
Jan 17, 2014

Their integrity and the degree to which they personally invest and care about each project they do are invaluable. They stand behind their work and are always quick to respond to questions and/or concerns. I have used them for 5 projects and plan to use them again.

COMMENT
Additional Comment
Jan 15, 2014

Already referred to 2 folks.



CUSTOMER FEEDBACK REPORT *for* **Schroeder Design/Build**

COMMENT
Additional Comment
Jan 07, 2014

The entire Schroeder team was easy to work with and exuded professionalism. They made us feel comfortable through each stage of the process. We could not be more pleased with the outcome of our project. They helped us find the highest quality products within our budget and brought top of the line sub-contractors into our home. We were impressed with how knowledgeable each member of our team was, and how willing they were to make small changes to the plans if it meant more convenience for our family.

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COMMENT
Additional Comment
Jan 03, 2014

Great company with pleasant employees. Enjoy working with everyone.

COMMENT
Additional Comment
Oct 31, 2013

I was very satisfied with working with the team. They were great.

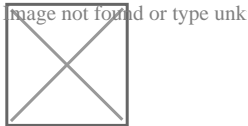
COMMENT
Additional Comment
Oct 20, 2013

Every person I dealt with at Schroeder was exceptionally professional and customer-focused. The lead carpenter (Robbie) was an expert and meticulous carpenter and he ensured that the same high quality of the work he provided was also provided by all of the subcontractors. He was my eyes and ears when I wasn't there. The project manager (Don) seemed to know exactly what I wanted even when I didn't verbalize it. He was responsive and efficient. Fonda was extremely courteous and considerate during the design and planning phase. Stefanie was very kind and professional. And, Andrew was a pleasure to work with from the first day he contacted me until the very end of the project.

COMMENT
Additional Comment
May 22, 2013

They're very professional. They delivered on what they promised and met our expectations.

CUSTOMER FEEDBACK REPORT *for*
Schroeder Design/Build



COMMENT
Additional Comment
May 22, 2013
They have done four projects for us. The first project was in 1998 and we had heard of them through people we knew through our son's soccer team.

COMMENT
Additional Comment
Dec 21, 2012
The communication was good.

COMMENT
Additional Comment
Dec 12, 2012
The communication was excellent. They were easy to work with and to get a hold of.

COMMENT
Additional Comment
Dec 11, 2012
They are great.

COMMENT
Additional Comment
Dec 11, 2012
I liked their integrity and follow up.

COMMENT
Additional Comment
Dec 11, 2012
I was most satisfied with the organization and communication.

COMMENT
Additional Comment
Dec 11, 2012
I liked the overall design.

COMMENT
Additional Comment
Dec 10, 2012
I would not look further for a contractor if I were doing home construction work again.

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