



Turning your house into a home

Customer Satisfaction

Report

2013

Introduction

Customer satisfaction is the driving force behind Danro. Because we aim to be the Trustworthy & Reliable tradesman you know, it is important that our customer base are satisfied. If they are not, then we are no different than anyone else.

Each year (starting this year) we are going to survey our customers and ask them some basic questions, like 'How satisfied are you with your decision to hire Danro?' and 'What were the top reasons you hired Danro?'

The idea is to get a feel for how satisfied people are and how likely they are to recommend us. We collect this information because your recommendations are the fuel that grow our business. And we like to share this information with you because we want to be as open and honest with you as possible.

Summary

This year – our first year - we had 16 people respond to our survey.

Over 93% of our customers gave a score of 8 or higher out of 9. 100% of our customers scored us 7 or higher.

To view the details of the survey, please check out the pages below.

Customer participants

Here is a list of the customers who were fantastic enough to answer our questions for our survey.

Each customer has been assigned a number, so over the next few pages you can reference them to see what each person said.

Customer	Name	Profession	Sex	Age	Residence
1	Linda	reflexologist	Female	68	NDG
2	Rita	graphic designer	Female	61	NDG
3	Nicole Laflamme-Robinson	lawyer	Female	61	N.D.G.
4	Sarina	Stay at home Mom	Female	33	Cote St Luc
5	Chris	Contractor	Male	24	West island
6	Catherine	Project Manager	Female	36	Pointe-Claire
7	ilinc balaban	artist	Female	38	n.d.g.
8	PIGGOTT	Retired	Female	100	NDG
9	Michele LaForest	PR consultant	Female	40	Montreal - NDG
10	Stephen	Software Product Manager	Male	44	Plateau Mt-Royal
11	Peter Mandl	Designer	Male	53	N.D.G. Montreal
12	bernie.	Property Mgr.	Male	n.a.	n.a.
13	Wynand	designer	Male	55	Montreal
14	Virginia	N/A	Female	N/A	Pointe St. Charles
15	Henry Ryan	CEO	Male	43	ndg
16	Isabelle Roumagnac	Project Manager	Female	46	Montreal

Satisfaction & Recommendation

Customer	Top reasons you bought from Danro	How satisfied are you (1-9)?	How likely are you to recommend us (1-9)?
1	Danro seemed very trustworthy	7	9
2	Danro was low-cost, Danro seemed very trustworthy	9	9
3	My friend said he was good	9	9
4	Danro was better than the other person we considered.	8	6
5	Danro seemed very trustworthy	9	9
6	Reference from someone I trust	9	9
7	Danro is a respected brand, Danro had great customer reviews	9	9
8	Danro had great customer reviews	8	8
9	Danro is a respected brand, Danro seemed very trustworthy	8	9
10	Referral by contractor who I trusted	9	9
11	Danro seemed very trustworthy	9	9
12	Danro had great customer reviews	9	9
13	contractor[s recommendation	9	6
14	Danro seemed very trustworthy	8	9
15	Danro seemed very trustworthy	9	9
16	Danro seemed very trustworthy, Professionalism, quality workmanship, reliability, courtesy	9	9

Loyalty Ratings

Customer	Is your loyalty to us growing stronger? Do you feel connected to us?	How can we make things better for you?
1	I would certainly call you again if I needed work done	don't really have an answer for this
2	Yes	Don't know
3	Yes	I had a very good painter before Dan. He priced himself out of my league. Hope the same won't happen again.
4	no	Offer more knowledgeable advice about healthier, eco-friendly paint. Offer more help with choosing colors.
5	Sure	No comment
6	I was very happy with the work and would def use Danro again.	I wouldn't change anything with the service - it was great.n/a
7	yes	you did a great job
8	loyal to providers who give a good price and good service	reduce price
9	Somewhat	Ensure plastered surfaces are ready for painting !
10	You are my first choice for plastering	Hard to say; nothing I can think of
11	Will be asking for your services again!	Offer a thorough cleanup after all plastering is done as part of the full service. With plaster dust removal including wiping, vacuuming, window washing.
12	Of course.	Service is fine.
13	no	sharper quotations
14	N/A	N/A
15	yes	.
16	Yes	Increase you availability



Contact Danro today

Whether you're a returning client looking to get a Free Estimation on another job, a prospective customer looking to ask us about our services, or just someone who has a general question, reach out and get in touch... we're here for you.

Call us

Phone: (514) 591-2327

Email us

General inquires: info@danro.qc.com