

GUILD QUALITY

Exceeding Expectations with Structures Building Company

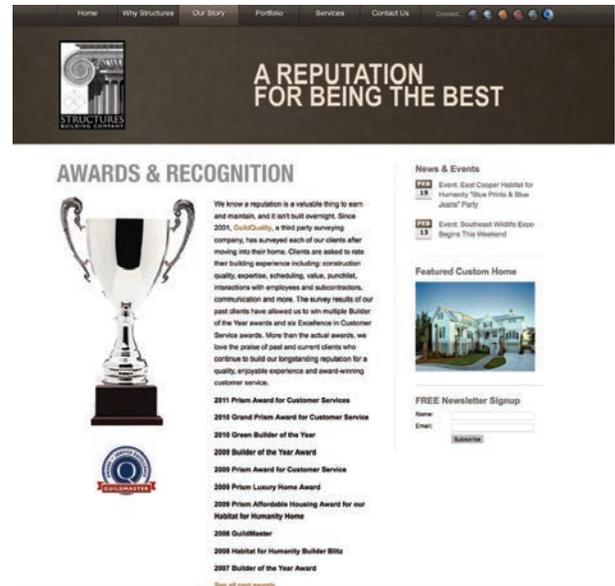


## STRUCTURES BUILDING COMPANY FOCUSED ON HAPPY CUSTOMERS

In 1999, Steve Kendrick founded Structures Building Company, based in Charleston, South Carolina. From the beginning, the mission was clear: build custom homes of great quality and craftsmanship and bring to each client a level of service, integrity, and professionalism that would redefine the standard. Sixteen years later, this award-winning custom homebuilder is as committed as ever to delivering service excellence to each and every client. Structures Building Company was one of the GuildQuality's first members back in 2002. Steve recognized that GuildQuality's third party surveying was the best way to collect honest feedback from his clients.

*“Using an independent, third party tool like GuildQuality gives people the chance to tell you how they really feel about their experience in a non-threatening way. This helps keep the feedback honest and generates a higher response rate, which validates what we’re trying to do.”*

**Steve Kendrick**  
**Founder, Structures Building Company**



Steve centers his entire company on keeping his clients happy, which he feels results in good customer service ratings and positive comments. The focus Steve and his team have placed on service excellence has paid off in business growth, as well as being recognized as a Guildmaster for 9 consecutive years.



The company has a 100% survey response rate, a 100% likely to recommend, and numerous 5-star reviews. With such high customer satisfaction ratings, it's no wonder they're eager to share their customer feedback around the web.

“When we tweet or post anything out to our network, we always try to link back to our GuildQuality page,” explained Deborah Way, Design Manager. “With each social media outlet, there’s a unique audience, so we like to publish our reviews and comments to all of our different sites.”

They're also using GuildQuality's social media integration to the popular review site, Kudzu. For Deborah, automatically pushing reviews to all of their online channels makes it easier on them and their clients.

*"I really like how GuildQuality publishes comments to Kudzu. It's nice because with all the social media opportunities, we'd have to ask our clients to post reviews and comments on so many different sites."*

Deborah Way, Design Manager

**GUILDQUALITY** Complete a Survey Share Print Sign In

### Structures Building Company

★★★★★ 21 ratings  
P.O. Box 2267 · Mt Pleasant, SC 29465 · (843) 856-6901  
www.structures.net

Steven Kendrick, founded Structures Building Company in 1999. His love for building started as a child, but it was while finishing up business school at Babson College that it all began to come together in his mind that he wanted to build custom homes. Moving to Washington, D.C. allowed him to work under a great craftsman and relative, which led him back to school to study architecture and urban planning. [\(more\)](#)

**Customer Feedback Summary**  
Of 114 customers surveyed, 112 responded (98%)

Likely to Recommend	100%	Trust	100%
Value	100%	Communication	100%
Construction Quality	100%	Expertise	100%
Professional & Organized	100%	Overall Experience	100%
Employees & Subcontractors	100%	Problem Resolution	100%
Project Progression	100%	Budget	98%
Clean & Safe	98%	Innovation	98%
Schedule	96%	Understand Building Process	100%

**Photo Gallery**  
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She shares the story of a client who found the company online in a Google search. "As he was digging around for more information about us, he came across GuildQuality and read all about us." Steve, Deborah, and the entire team at Structures Building Company understand the importance of good customer service in growing and promoting their business.

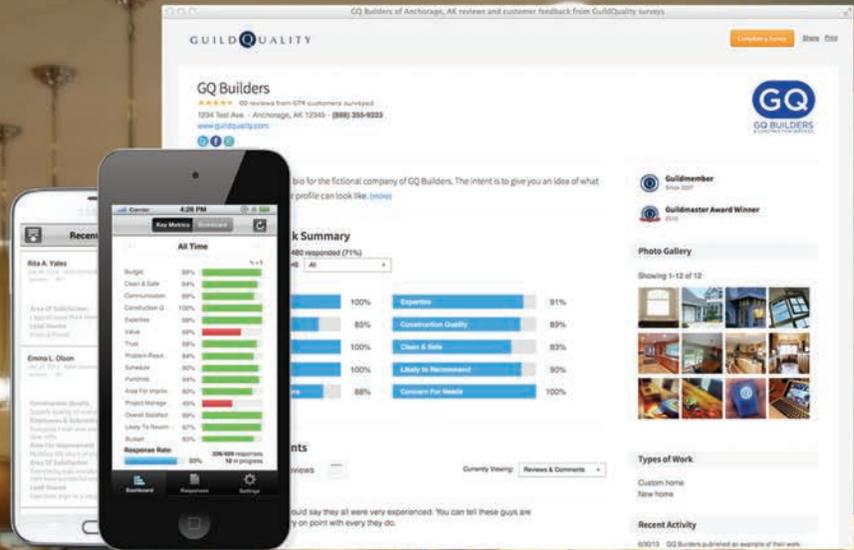
"We were always customer service oriented," explained Steve. "We know there are a lot of good builders out there, but we wanted to build good homes and take really good care of our clients, both before and after project completion. That's our business model."



## ARE YOU EXCEEDING CUSTOMER EXPECTATIONS?

We can help you find out. We'll  
gather feedback from your  
customers with our multi-touch  
survey process  
for free. Visit  
[www.GuildQuality.com/freetrial](http://www.GuildQuality.com/freetrial)  
to sign up and get started.

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No obligation.



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## ABOUT GUILDQUALITY

GuildQuality is the nation's leader in customer satisfaction surveying for the building industry. With nearly 2,000 members and having surveyed more than one million homeowners, GuildQuality is the trusted partner of homebuilders, remodelers, and home improvement contractors. The best residential construction professionals trust and rely on GuildQuality to help them monitor, improve and share their commitment to quality and customer service.

[www.guildquality.com](http://www.guildquality.com)

