



Kraft Roofing Wins Consecutive Talk of the Town Awards for Customer Satisfaction

Oklahoma-based roofing contractor receives high praise from customers, earning it a second Talk of the Town Award.

OKLAHOMA CITY, OKLAHOMA, USA, July 29, 2013 /EINPresswire.com/ -- Earning the highest

“

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Joe Kraft

possible customer satisfaction rating of 5 stars for two straight years, [Kraft Roofing](#) has won its second straight Talk of the Town Customer Satisfaction Award in the Contractors — Residential & Commercial Remodeling category.

The [Talk of the Town Awards](#), presented by Talk of the Town News, Customer Care News magazine and Celebration Media U.S., honor companies and professionals that provide excellent customer service as

reported by their customers through no-cost, user-review websites, blogs, social networks, business rating services, and other honors and accolades. This data is analyzed by a team of researchers who calculate a company's CM Power Rating. Only those that receive a 4-star to 5-star rating receive the Talk of the Town Customer Satisfaction Award.

[Oklahoma City contractor](#) Kraft Roofing has a track record of success with 24 years of excellence in the construction and roofing industry, providing quality work for thousands of satisfied customers in that time. Family owned and operated, the company specializes in quality roofing for residential and commercial projects alike, but its extensive construction knowledge and background allow it to also handle design-build custom homes, additions and high-end remodeling services.

“No matter the size of your project, you will get the same great service every time,” says Joe Kraft. “Customer service is our number-one priority, and we use only the highest quality materials and workmanship to ensure that you are more than satisfied. We even offer an industry-leading workmanship warranty because, as our slogan says, ‘we’ve got you covered™.’”

The Kraft team takes customer service seriously, one reason it has earned such high customer satisfaction ratings. “We seek to make every customer a happy customer,” says Kraft. “Every customer has friends and family members who may need our services; we want to earn their

business by doing excellent work for the customer.”

As part of managing each project from start to finish, Kraft Roofing provides insurance claims assistance with four insurance adjusters on staff. “Sometimes filing insurance claims and dealing with your insurance company can be time consuming and confusing,” says Kraft. “We pride ourselves in taking care of all that for our clients so they won’t have to.”

Another aspect of providing excellent customer service is relationships. Kraft Roofing maintains quality relationships with both customers and employees. “We maintain a friendly, positive staff and work environment, and strive for integrity in every area of our company,” says Kraft. “We are sure to be on time; return phone calls; keep our word in terms of the contract, specifications, delivering the promised materials and installing the roof per the manufacturer’s specifications; and we leave the job clean and neat, standing behind our warranty, because ‘We’ve got you covered™.’”

Award-winning builder and roofing contractor Kraft Roofing has maintained an A+ rating with the Better Business Bureau for 18 years — another indicator of the company’s success in serving customers.

Kraft Roofing is located at 8117 N. Classen Boulevard in Oklahoma City, with a second office in Byram, Mississippi. For more information, call 405-767-9989 or go online to www.kraftroofing.com.

About the Award and Sponsors:

This is the fifth year Celebration Media, Talk of the Town News and Customer Care News have honored companies for achieving high levels of customer satisfaction with the Talk of the Town Awards. Businesses eligible to receive the award include, but are not limited to, beauty salons, spas, restaurants, bakeries, dentists, auto repair facilities, veterinarians, home repair and improvement contractors, florists, hospitals, and physicians.

For more information about the award or its sponsors, please contact Celebration Media and Talk of the Town News at 877-498-6405 or go online to www.talkofthetownnews.com.

About Celebration Media U.S.: Celebration Media provides companies with valuable information on improving customer care through its publishing division, which produces Customer Care News, and its research department, which provides businesses with information on customer service best practices. This commitment has led to the creation of the Talk of the Town Awards program, which is dedicated to identifying companies that are excelling in high-rated customer service feedback and offering them valuable marketing opportunities to leverage their award, while also giving consumers a tool to find the top consumer-rated businesses in the United States and Canada.

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