

Mastercraft Exteriors Wins Consecutive Talk of the Town Customer Satisfaction Awards

ROCKTON, ILLINOIS, USA, August 16, 2013 /EINPresswire.com/ -- Roofing contractor [Mastercraft Exteriors](#) receives high praise from satisfied customers, earning it a second straight Talk of the Town Award for excellent customer satisfaction.

Earning the highest possible customer satisfaction rating of 5 stars for two straight years, Mastercraft Exteriors has just won its second Talk of the Town Customer Satisfaction Award in the [Roofing Contractors](#) 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.

A family-owned business with multiple locations throughout the United States, roofing contractor Mastercraft Exteriors was founded in 1996. Through its operations in 23 states, Mastercraft provides roofing and siding services for residential and commercial customers. Fully licensed, insured and bonded, the company is also one of only two roofing contractors in the United States to hold National Platinum Preferred Status with Owens Corning.

Earning back-to-back customer satisfaction awards with the highest possible rating requires a lot of effort, continually ensuring customers are pleased with every interaction with Mastercraft Exteriors. "We never settle for average," says Kara Hastings, mortgage specialist for the company. "We are always looking for a way to be better than the day before."

"We are constantly innovating and evolving," says Justin Martin, insurance claims supervisor for Mastercraft Exteriors. "That is what sets us apart from the competition. In addition, we put the customer first and act in their best interest. We often go above and beyond the typical duties of a contractor to get the homeowner what they deserve or better."

Mastercraft Exteriors' goal is to keep customers at the heart of every project. "Our company has formulated a vision to serve customers and restore peace of mind," says Carrie Williams, insurance specialist with Mastercraft Exteriors. "We live this vision in everything we do, keeping

the customer as our number-one priority.”

“The customer is the top priority,” says Hastings. “No matter what position you hold in the company, customer satisfaction is our common goal. We have a great team that is 100 percent focused on its customers.”

When it comes to customer service, Mastercraft Exteriors extends the same care and respect to everyone with whom it does business. “We always place the customer first, and the customer is anyone we come in contact with,” says Hollie Nelson, bookkeeper for the company. “For example, we treat our vendors the same way we treat our homeowners.”

No matter the customer, each and every employee at Mastercraft Exteriors provides an excellent customer experience, acknowledging the importance of satisfied customers in the company’s own success. “Word of mouth is the best kind of advertisement for any company,” says Vicki Bartik, receptionist for Mastercraft Exteriors. “People trust their family, friends and neighbors when it comes to their satisfaction with a company, and that is what the Talk of the Town Award is all about.”

“Our customers’ trust in us is of the highest value to our overall company,” says Williams. “This keeps us focused on giving them the best experience possible.”

Mastercraft Exteriors has locations in Arkansas, Georgia, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Nebraska, North Carolina, North Dakota, Ohio, Pennsylvania, South Carolina, Tennessee, Texas, Virginia and Wisconsin. For more information about the company’s services, call 877-ROOFS-02 or go online to www.mastercraftexteriors.com. Follow the company online at www.facebook.com/mastercraftexteriors or www.twitter.com/mastercrafttext.

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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Jamie Rawcliffe

Talk of the Town News/Celebration Media U.S.

877-498-6405

[email us here](#)

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