

Customer Feedback & Rating System

Home & Repair Services

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Designs a customer feedback and rating system — post-job rating and feedback capture, using it to manage technician quality, generating Google/online reviews from happy customers, and acting on low ratings — so you measure and improve satisfaction and build online reputation. Use it to run feedback. For reputation use the Reviews & Reputation Management tool.

Purpose of this tool & output

Measure satisfaction and protect your rating

How the output is used

Use it to measure satisfaction and protect your rating — a feedback and rating system that surfaces issues before they hurt reviews.

Important cautions

Capture feedback per job and act on low ratings immediately; funnel genuinely happy customers to Google reviews (never fake them). Technician-wise ratings help you reward the good and coach the rest.

Companion documents

- Service Delivery SOP
- Quality Checklist & Before/After
- Warranty & Callback Handling
- Complaint Resolution SOP
- On-Site Safety Protocol
- Cleanliness & Home-Respect Standards

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.