

FOR IMMEDIATE RELEASE**PBC DESIGN + BUILD OF WILMINGTON, NC RECOGNIZED AMONG THE TOP CUSTOMER SERVICE LEADERS IN THE RESIDENTIAL CONSTRUCTION INDUSTRY****GuildQuality's 2018 Guildmaster Award Honors PBC DESIGN + BUILD**

Wilmington, NC May 1 2018—[PBC Design + Build](#) of Wilmington, NC received a **2018 Guildmaster Award** from GuildQuality for demonstrating exceptional customer service within the residential construction industry.

Since 2005, [GuildQuality](#), an Atlanta-based third-party customer satisfaction software surveying company, has powered the Guildmaster Award to recognize and celebrate home building, remodeling, and contracting professionals demonstrating the highest level of customer service within the U.S. and Canada.

Out of 600+ eligible applicants, PBC is one of 300+ [businesses within the residential construction industry](#) recognized by GuildQuality for consistently delivering superior customer care. In North Carolina, PBC is one of only 8 awarded in our category for “New Home Builders.”

In determining which businesses received the 2018 Guildmaster Award, GuildQuality reviewed thousands of survey responses submitted by customers of Guildmaster candidates, and considered two primary metrics for each candidate: the percentage of customers stating they would recommend the business to friend and the percentage of customers who responded.

PBC Design + Build achieved a recommendation rate of **90% or above** from their customers surveyed by GuildQuality.

“The independent GuildQuality surveys are a great asset to our team; we gather unfiltered information to improve our process based on client experiences and feedback.”

Kyle Henry, CEO, PBC

“After 21 years in business, customer service remains one of our top priorities. To be recognized by GuildQuality, and to be only one of 8 in North Carolina, speaks to the commitment to our community, our high standards of building and most of all clients who are thrilled with Team PBC.”

Dave Spetrino, Founder, PBC

For more on the 2018 Guildmaster Award and qualifications, visit www.guildquality.com/guildmaster/.

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About PBC Design + Build

PBC Design + Build is a full service firm specializing in custom homes throughout the Wilmington regional area since 1997.

PBC Design + Build

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About GuildQuality

Over 2,500 residential construction professionals rely on GuildQuality's customer satisfaction surveying software to help them deliver exceptional customer service and get the recognition they deserve for their commitment to quality. Join GuildQuality's community of quality today and see your company through your customers' eyes. For more information about GuildQuality, visit www.guildquality.com.