

## News Release

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### **Paul Davis Restoration and Remodeling top rated franchise for customer service in 2010**

Winter Haven, Fla. – February 1, 2011 – [Paul Davis Restoration and Remodeling](#) customers in Polk, Highlands and Hardee counties have rated the level of service provided by the restoration and remodeling company at the top of the ranking scale for satisfaction in 2010, as surveyed and recorded by Net Promoter® Score (NPS).

According to Kevin Lethers, his central Florida business was ranked as the top franchise in company's network of 240 offices according to the NPS rating system with a 9.2 on a scale of 10 in 155 customer surveys completed. Specifically, the score ranked the organization at the top of the list for job details, customer service and quality of work. The office has served customers since 1972 and is located at 338 Commerce Court in Winter Haven.

Also, the Paul Davis office owned by Patrick Wildridge serving Essex and Union counties in New Jersey received the highest average cumulative scores coming in as first and second place in the company's District 6 in the northeast and among offices that had a minimum of 140 surveys completed. Wildridge scored in the top spot with an NPS score of 9.15 on a scale of 10 among the surveys completed. The local office was ranked as second in the NPS rating system throughout the entire Paul Davis network nationwide.

The NPS rating system is utilized by Paul Davis Restoration franchise offices nationwide and is based on a customer satisfaction indicator system developed by Fred Reichheld, a nationally-acclaimed author and Director Emeritus of global business consulting firm Bain & Company. Businesses using this measurement method are united by a common conviction that delivering exceptional customer experience is the best way to grow a business. See [www.netpromoter.com](http://www.netpromoter.com)

“We are very proud to again receive outstanding customer satisfaction scores. Our goal continues to be focused on delivering exceptional service,” said Lethers. “Paul Davis follows strict company and professional procedures and we believe that NPS is the premier discipline by which companies profitably grow by focusing on their customers,” he said.

Since 2006, Paul Davis Restoration offices have been equipped with a rigorous measurement tool for calculating customer satisfaction and to unlock the door to extraordinary service. The NPS program offers knowledge, tools, practices, and solutions for any business. Paul Davis Restoration was the first in the insurance restoration industry to implement the program.

Lethers and his staff of certified technicians and highly-skilled professionals are trained to understand the stressful work environment involved with handling insurance claims. The company provides the highest level of service available throughout the process of residential and business claims, restoration and repair, as well as remodeling services.

Paul Davis Restoration and Remodeling specializes in providing emergency services for properties that have been damaged by water, mold, fire or vandalism. All Paul Davis owners and technicians are trained in Institute of Inspection, Cleaning and Restoration Certification (IICRC) standards for inspection, cleaning and disaster restoration. IICRC is a non-profit certifying body which includes expertise in the flooring inspection, floor covering, fabric cleaning, and disaster restoration industry of fire and water. For more information, contact 863.299.9688 or email [klethers@pdr-usa.net](mailto:klethers@pdr-usa.net).

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Paul Davis Restoration, Inc. is a leading provider of [fire, water and mold damage restoration](#) and reconstruction services for residential and commercial properties. They also provide remodeling services for kitchen and bath remodeling and room additions. Paul Davis Restoration office owners nationwide are properly licensed individuals with certifications from leading industry organizations like The Institute of Inspection, Cleaning and Restoration Certification (IICRC). Founded in 1966, Paul Davis Restoration has franchise office locations throughout North America. Visit the website at [www.pdrestitution.com](http://www.pdrestitution.com).