



## [Pulse of the City News Announces Consecutive Customer Satisfaction Award Winners](#)

*With yearly results coming in, only a selected group of companies have earned back-to-back Pulse of the City Customer Satisfaction Award.*

Online PR News â€™“ 05-January-2016â€™” End-of-the-year results for Pulse of the City News 2015 Customer Satisfaction Awards are in, and several elite 5-star winners have been named for a second straight year.

Â

In affiliation with The Stirling Center for Excellence, Pulse of the City researches building and construction companies to identify those companies that provide more than just great design and construction services, but also a great customer experience.

Â

The Pulse of the City News research team accepts public and industry nominations and also scours multiple sources, including online customer reviews, blogs, websites, awards and more to put together a balanced and objective rating for each company. The Customer Satisfaction Award is reserved for those earning the highest ratings of 4 or 5 stars.

Â

As a service to industry professionals responsible for hiring building and construction companies for new projects, Pulse of the City News performs its independent research on a rolling annual basis. As the results roll in, several companies have received the award for a second straight year.

Â

BOSS Resurfacing of Grapevine, Texas, ([www.bossresurfacing.com](http://www.bossresurfacing.com)) is among those elite companies that have won the Pulse Award for the second straight year with a 5-star rating. The contractor has been delivering quality and value to the outdoor living, swimming pool renovations and decorative concrete markets since 1998, serving both residential and commercial customers.

Â

Universal Landscape, Inc. of West Palm Beach, Fla., ([www.universaldevgroup.com](http://www.universaldevgroup.com)) has also received its second consecutive Pulse Award, with a 5-star rating in 2015. The company provides custom landscape designs, and is a specialist in waterfall artistry, and has been serving the South and Central Florida markets for more than two decades.

Â

Winter Springs Roofing & Repair, LLC of Longwood, Fla., ([www.winterspringsroofingandrepair.com](http://www.winterspringsroofingandrepair.com)) is an owner-operated, family-run roofing business serving Central Florida since 1983. Its long list of satisfied customers has led to a second straight Pulse Award with a 5-star rating for this roofing contractor.

Â

What sets the Pulse Award apart is the research behind it. Pulse uses a database of performance information that has been compiled on an ongoing basis since 2009. Additionally, by determining an annual rating for companies, there is a stability that tells the whole story, not just what the company did last week, and also avoids succumbing to unfounded negative commentary that may be featured prominently in other rating systems. Pulse's research and ratings identify the reality through the smoke and noise and gives comfort and confidence to consumers.

Â

Frank Andrews, Founder of The Stirling Center, says, We are especially happy to find those elite companies that repeatedly maintain top-flight customer satisfaction scores in our research and review systems. They are shining examples of the great contribution that leading small businesses make to the quality of our lives and communities, and we salute them!

Â

If you are hiring for a project and wish to verify whether the candidates earned the Pulse Award, search for that information at [www.pulseofthecitynews.com/search.php](http://www.pulseofthecitynews.com/search.php).

Â

If you wish to learn more about nominating a company for Pulse Award consideration, go to [www.pulseofthecitynews.com/nominations](http://www.pulseofthecitynews.com/nominations). If you'd like to nominate a recent construction project to be featured on our website and in our publications, go to [www.pulseofthecitynews.com/project-reviews](http://www.pulseofthecitynews.com/project-reviews).

Â

About Pulse of the City News and The Stirling Center

The leaders behind Pulse of the City News and The Stirling Center have a lifetime of experience in the real estate, building and construction fields in news and publishing. Pulse of the City News, rooted in the building and construction industry, has teamed with The Stirling Center to bring the benefits of the customer experience perspective to the industry. The two firms are dedicated to recognizing building and construction companies and individuals that successfully embrace the combination of quality product and exemplary customer service, and providing services to them and others aspiring to embrace both objectives.

Â

The Stirling Center provides customer-first learning resources, including articles, courses, and training tools and materials on customer-oriented performance.

Â

Pulse of the City News and The Stirling Center are located in Lapeer, Michigan. For more information, call 866-732-9500 or go online to [www.pulseofthecitynews.com](http://www.pulseofthecitynews.com).

Â

## Media Information

Jamie Rawcliffe

[jrawcliffe@pulseofthecitynews.com](mailto:jrawcliffe@pulseofthecitynews.com)

<http://www.pulseofthecitynews.com>

121 W. Nepessing St.

Lapeer  
MI  
48446  
United States