



Mooney's Painting: Built On Customer Satisfaction

In business for more than a decade, Mooney's Painting has steadily grown a list of satisfied customers. The proof? In 2011 and 2012 the company earned the highest possible customer satisfaction rating of 5 stars from Talk of the Town News, earning it consecutive Talk of the Town Customer Satisfaction Awards in the Painting Contractors category.

Mike Mooney established Mooney's Painting in 2000, providing commercial and residential interior and exterior painting as well as wallpaper services, faux finishes, deck staining and refinishing, and power washing.

Mooney had spent time working for and managing crews for several prominent paint companies in the Philadelphia area and discovered where many of these businesses were falling short. He used this experience to create a small, customer-focused painting shop.

The guiding principle at Mooney's is always complete customer satisfaction, from the beginning to

the end of each and every job. "We work through a system of planning, preparation, cleanliness and efficiency," says Owner Mike Mooney. "The goal is to be in and out of the home quickly, but more importantly, to reduce disruption to the day-to-day life of the customer. What homeowner hasn't had the nightmare contractor who works sloppily and takes forever to finish the job? There are none of these worries with Mooney's Painting."

In addition, Mooney's provides a great value to customers. "By working efficiently with premium products we can complete the job neater and faster while maintaining high standards," says Mooney.

And the company stands behind its work with a two-year labor and material warranty on painting and wall covering, guaranteeing customers will be happy with the job. "Our warranty shows just how much faith we have in our product, so you can be sure you'll be happy with the results you get from us. If paint failure

appears, we will supply labor and material to correct the condition without cost."

Mooney's is fully insured and bonded, and its employees are professional painters/contractors with years of experience in their respective field of work.

Among the items Mooney credits for the company's success and high customer satisfaction are communication with customers every step of the way, providing accurate quotes, and timely completion of every job based on the timeline given to clients. Most important, he says, is truly listening to customers. "We want the results to be exactly what the customer envisioned. And if there is an issue, we remedy it promptly."

Overall, Mooney says, ensuring customer satisfaction time and again is simple. "We deliver on what we promise," he says. "We provide a great paint job at a reasonable price, on time."

— Corporate Profile

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