



For Immediate Release

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American Classic Homes Wins Customer Satisfaction Achievement Award and Employer of Choice Award

At the National Association of Home Builders' (NAHB) International Builders Show in Las Vegas, Robert Gladstein, Partner of American Classic Homes a Seattle-area home builder, was honored not only with a national award in recognition of American Classic Homes' dedication to customer service but also won Employer of Choice Award.

“There’s no greater reward than knowing both your staff and customers have confidence in you,” said Robert Gladstein. “It is a great honor to receive both the award for highest distinction in Customer Satisfaction and Employer of Choice. It is incredibly meaningful to us and we are very grateful.”

American Classic Homes, a Seattle – area home builder in Washington, won the Builder Partnerships Achievement Award for Highest Distinction in Customer Satisfaction for a second year in a row. [Builder Partnerships'](#) CEO Monica Wheaton presented Builder Partnerships Achievement Awards in Customer Satisfaction “The award is different from other customer satisfaction recognition programs,” Wheaton said. “It’s an independent and cost-effective customer satisfaction measurement available to all builders in all markets and at all sizes. We also do not rank one builder against another but recognizes all builders who achieve a benchmark of customer satisfaction. That gives homebuyers a truer measure of a company’s quality.”

To earn the recognition of Customer Satisfaction, builders needed to have at least 88 percent of their homebuyers say they were willing to refer the company to friends or family. Once clearing that hurdle, the company’s customer service and referral rate were further evaluated by the committee in an in-depth review of the company’s processes and documentation. Builders scoring at least 100 points on their evaluation scores.

An Employer of Choice award is given to a company that creates a work environment that draws quality and experienced people and remains committed to providing employees with an environment where they feel valued and challenged. It is a hard earned honor bestowed on a company by its employees.

“This is an important award for builders because it helps them validate the commitment they have to their employees and it gives the employees a chance to provide feedback to the management team. It is a great way to evaluate the overall culture within the organization.” says Chuck Shinn, Principal of Builder Partnerships.

To achieve the Employer of Choice Award, builders are rated by employees on: mission, vision, business plan, company culture, organization, trust, communication, work environment, opportunities for growth and work/ life balance. Applicants needed to reach an average score on the employee feedback surveys of at least 90% across 69 criteria that have been sub-divided into 16 categories.

American Classic Homes wants to thank our amazingly hard working team, who ensure our homeowners are getting the best customer care in the industry.

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American Classic Homes is a local, family-owned, Seattle- area home builder, that has constructed thousands of energy efficient and multi-generational homes new homes in the Seattle metropolitan area. Our new home communities can be found in Kirkland, Renton, Sammamish and Mercer Island. We also build spot lots in established neighborhoods: Queen Anne, Green Lake, Bellevue, Seattle, Renton and Mercer Island.