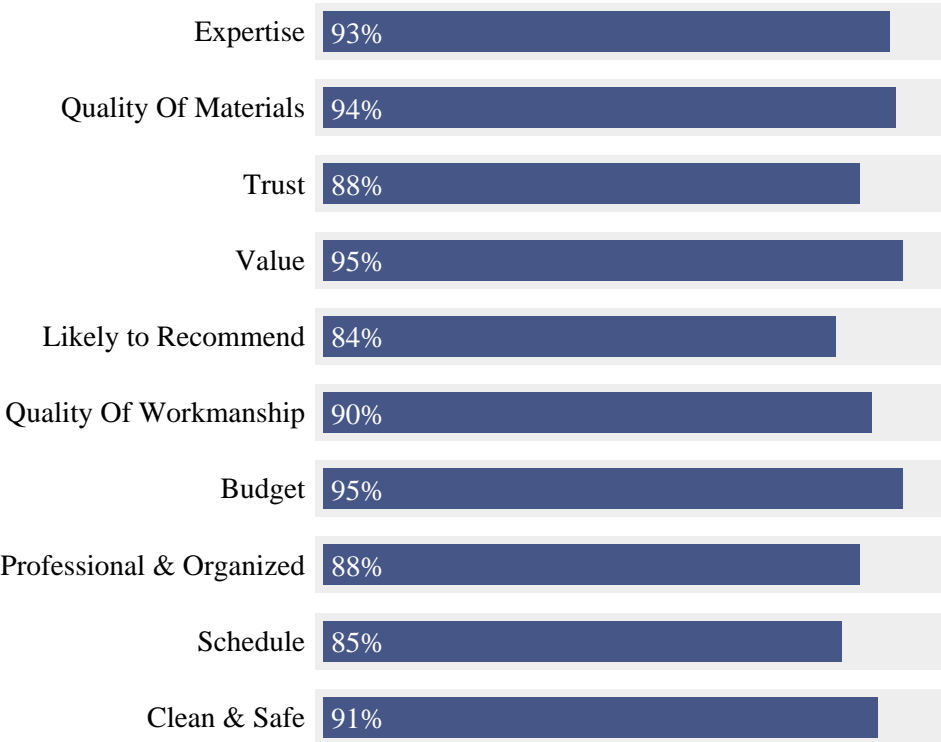


MacKenzie Restoration, Inc.



Customer Feedback Summary

Of 447 surveys sent, 218 were responded to



240 Sherwood Dr.
San Antonio , TX 78201
(210) 732-7319
mackenzierestoration.com

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, MacKenzie Restoration, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of MacKenzie Restoration, Inc. in San Antonio, TX; Helotes, TX; Boerne, TX; Canyon Lake, TX; Converse, TX; Universal City, TX; New Braunfels, TX; Schertz, TX; Spring Branch, TX; Fair Oaks Ranch, TX; and 32 other cities in Texas, Tennessee, Florida, New York, California, and 3 other states.

Recent Reviews & Published Comments

COMMENT	The areas of quick response. They were ready . They
Additional Comment	gave a lot of advice on things to get .
May 27, 2015	
COMMENT	David, Adrin, Simon, Joseph
Additional Comment	
May 19, 2015	
COMMENT	all
Additional Comment	
May 19, 2015	
COMMENT	One of the managers, Simon, who called to see how
Additional Comment	things were going, was good. He did an excellent job
May 16, 2015	and kept on top of everything.

FEEDBACK REPORT *for*

MacKenzie Restoration, Inc.



COMMENT

Additional Comment
May 16, 2015

I was most satisfied with their workmanship. They painted several walls and you can't even tell them from the original walls. They were excellent. It's hard to match paint when it's 2-3 years old.

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COMMENT

Additional Comment
May 16, 2015

Simon did a really great job with customer service.

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COMMENT

Additional Comment
May 16, 2015

I am very satisfied with the customer service. They were friendly, cared about my needs and addressed them in a timely manner.

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COMMENT

Additional Comment
May 13, 2015

The thoroughness of their work.

COMMENT

Additional Comment
May 11, 2015

nothing; everything was exceptional!

COMMENT

Additional Comment
May 11, 2015

the people I worked with--all were extremely professional and friendly

REVIEW

William H.
San Antonio, TX
May 11, 2015



It was an eight month nightmare. projects had to be re-done over and over due to workers not knowing what they are doing. I had to contact owner to get things going in the right direction. I will give John Mac Kenzie credit ----he did stay on top of things after the report and got qualified workers. I just wish that could have occurred months before and this project could have been easily completed in 3 months max.

COMMENT

Additional Comment
May 11, 2015

I'd like to recognize the guy who originally came out with the contract. He was very professional, and I liked him.

COMMENT

Additional Comment
May 11, 2015

The installation crew did a very good job.

FEEDBACK REPORT *for*

MacKenzie Restoration, Inc.



COMMENT

Additional Comment
Apr 22, 2015

They cleaned up after themselves and it was safe. If I had any issues I would let them know, and they would address the issues immediately.

COMMENT

Additional Comment
Apr 22, 2015

I was most satisfied in terms of Richard, Joseph and Simon. Richard was the one that brought the fans in to dry the walls and floor. Joseph came in to do the estimate, and Simon's communication was awesome.

COMMENT

Additional Comment
Apr 22, 2015

The water mitigation crew was excellent. If I could rate this statement a 10 I would. They were really good.

COMMENT

Additional Comment
Apr 18, 2015

Simon Stonesifer, Richard Brown, and Joseph Lusca all did a really good job. They are all a part of MacKenzie. David, Adrian and Steven from the subcontractors were also good.

COMMENT

Additional Comment
Apr 10, 2015

I would like to recognize the Project Manager, Maggie Esparza and the installation crew did a great job too.

COMMENT

Additional Comment
Apr 10, 2015

I was pleased with MacKenzie Restoration work and their timeliness in completing the work, it was all accomplished very nicely.

REVIEW

Katie R.
San Antonio, TX
Apr 10, 2015



We were very pleased with the entire process and the timely fashion which the job was completed and done well.

COMMENT

Additional Comment
Apr 10, 2015

The installation crew.

COMMENT

Additional Comment
Apr 10, 2015

In everything they do.

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FEEDBACK REPORT *for*

MacKenzie Restoration, Inc.



REVIEW

Jackie M.
San Antonio, TX
Apr 10, 2015



They were wonderful in all areas and aspects of the job.

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COMMENT

Additional Comment
Mar 24, 2015

Our project managers, Joseph Lusca and Simon Stonesifer, were exceptional every step of the way. There was overlap, with our project encompassing the emergency water mitigation week end and some holidays, and the communication between these two was excellent. It was evident they each maintain communication, as well as supervision and back up, for their team members.

GUILDMEMBER SINCE 2013

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COMMENT

Additional Comment
Mar 24, 2015

The amount of care and attention demonstrated by all who came into our home was nothing short of amazing. Being able to depend of workmen showing up as scheduled was a pleasure we have not always enjoyed with other contractors and service people. Especially appreciated was the clean and safe workspaces at all times.

REVIEW

Norris J.
San Antonio, TX
Mar 24, 2015



MacKenzie responded immediately to an after-hours call concerning our roof leak and interior water damage. All the people who responded to our emergency and worked through completed repairs several weeks later were very professional at all times. We especially appreciated the patience and willing to work with our schedules, as well as including us in each step of the process. Customer care is obviously valued by MacKenzie Restoration, Inc.

FEEDBACK REPORT *for*

MacKenzie Restoration, Inc.



COMMENT

Additional Comment
Mar 20, 2015

One of the problems was that a car had run through a fence and knocked down a garage, and they actually came out and put up a temporary fence so that Ms. Britton could let her dogs out. I thought that was really nice of them.

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COMMENT

Additional Comment
Mar 20, 2015

I'd like to recognize Maggie, the project manager.

GUILDMEMBER SINCE 2013

As a GuildQuality Guildmember, MacKenzie Restoration, Inc. relies on our customer surveying to help them deliver an exceptional customer experience.

COMMENT

Additional Comment
Mar 20, 2015

First, I was most satisfied with the customer service I received from Maggie. She was very flexible in coordinating with me and handling the unique situation of working through the caretaker. Secondly, I was very pleased with the work done by the installation crew.

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REVIEW

Joanne B.
San Antonio, TX
Mar 20, 2015



I worked with Maggie. She's a super, super lady. She kept me informed all along the way. She sent me pictures of the work. The fellows who did the work were excellent as well.