

CUSTOMER FEEDBACK REPORT *for* Jacob Showers & Baths



REVIEW

Flora W.
Brentwood, MO
Mar 25, 2023



This is the 5 th project that Jacobs did in our home- a tub to walk in shower conversion. We are very pleased with the fabulous customer service from beginning to end! The installer, Derek, was organized, pleasant, explained each process and cleaned up afterward. The project turned out beautifully. I never worry about who is working on my home when we hire Jacobs. Thank you for a job well done!

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 397-4391

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Jacob Showers & Baths relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jacob Showers & Baths in St Louis, MO; Belleville, IL; Saint Louis, MO; Florissant, MO; O'fallon, IL; Collinsville, IL; Ballwin, MO; Granite City, IL; Swansea, IL; Arnold, MO; and 98 other cities in Missouri and Illinois.

REVIEW

Donna G.
O'Fallon, MO
Dec 23, 2019



I felt they did everything right for me and tried to make e happy. I am happy and thought it was a good deal.

Comment from Jacob Showers & Baths
Thank you!

REVIEW

Dan B.
Kirkwood, MO
Dec 12, 2019



Installation was on-time. The tub-to-shower conversion transformed the entire shower experience. I especially like the safety bars and fold-down shower seat!

REVIEW

Charles M.
Granite City, IL
Nov 15, 2019



Our installer, Bob, was here for 12 hours n never once stopped. I would give him 5 stars+, he was friendly, courteous n efficient. Gave us a beautiful new walk-in shower n installed a new toilet n sink faucets for us.

REVIEW

Art Y.
Staunton, IL
Nov 06, 2019



I thought they were excellent. It was an excellent job. Joe was very nice and personable. He did a super job. I went from a bathroom I couldn't use to one that I could, and I love it.

REVIEW

Frank W.
Godfrey, IL
Oct 21, 2019



The installer was very informative as he did the work. We had a minor problem that someone had to come fix. He was very prompt and professional.

CUSTOMER FEEDBACK REPORT *for* Jacob Showers & Baths



REVIEW

Adrienne C.
E St Louis, IL
Oct 21, 2019



The work was done quickly, very organized, and they were very professional.

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 397-4391

REVIEW

Harriett K.
Ofallon, IL
Oct 17, 2019



They were very professional. They did an excellent job of installing a walk in shower for us. Thank you

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Jacob Showers & Baths relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jacob Showers & Baths in St Louis, MO; Belleville, IL; Saint Louis, MO; Florissant, MO; O'fallon, IL; Collinsville, IL; Ballwin, MO; Granite City, IL; Swansea, IL; Arnold, MO; and 98 other cities in Missouri and Illinois.

REVIEW

William W.
Glen Carbon, IL
Oct 16, 2019



Everyone we dealt with was friendly and professional. The job was done on time and quickly. We love our new shower.

Comment from Jacob Showers & Baths

Thank you for the kind words.

Comment from Jacob Showers & Baths

Thank you for the kind words.

REVIEW

Virginia H.
Belleville, IL
Sep 30, 2019



Joe was great. He was timely, worked hard (not sure if he even took breaks). Joe gladly accommodated my special requests and worked around my needs. When an issue was found a few days after the job was completed, he responded immediately. Joe went out of his way to use a material of my choice to revolve the issue. If all employees are like him, I will definitely call Jacob for future needs.

Comment from Jacob Showers & Baths

Thank you, Virginia, for the kind words.

CUSTOMER FEEDBACK REPORT *for*

Jacob Showers & Baths



REVIEW

Cameron S.
Arnold, MO
Sep 27, 2019



Keith, the installation manager goes above and beyond to make sure you receive the quality product that you need, even if it means bringing in a different manufactured tub.

Comment from Jacob Showers & Baths

Thank you.

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 397-4391

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Jacob Showers & Baths relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jacob Showers & Baths in St Louis, MO; Belleville, IL; Saint Louis, MO; Florissant, MO; O'fallon, IL; Collinsville, IL; Ballwin, MO; Granite City, IL; Swansea, IL; Arnold, MO; and 98 other cities in Missouri and Illinois.

REVIEW

Peggy J.
Swansea, IL
Jul 24, 2019



It was a quality job and very accommodating. It was a pleasure to have them do the work for me

Comment from Jacob Showers & Baths

Thank you!

REVIEW

Kurt P.
O Fallon, MO
Jul 07, 2019



We are so happy with Jacob Showers & Bath because they were professional, knowledgeable, respectful, courteous and reasonable! I would recommend them to others.

Comment from Jacob Showers & Baths

Thank you for the kind words.

REVIEW

Terry K.
Saint Louis, MO
Jun 29, 2019



Everything was done on the schedule we agreed on a problem came up and Jacob resolved it right away would use them again!!!

CUSTOMER FEEDBACK REPORT *for*

Jacob Showers & Baths



REVIEW

Rodney C.
DeSoto, MO
Jun 21, 2019



I would definitely hire Jacobs to do work for me again. My only two complaints were 1) the floor is extra high on the inside, moreso than on the outside part, which tends to tilt me toward the curtain. 2) I would advise customers to never put the soapdish on the long side. It gets mushy because it catches so much water. I would put it on the far wall. Otherwise everything was great. Rod Cable

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 397-4391

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Jacob Showers & Baths relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jacob Showers & Baths in St Louis, MO; Belleville, IL; Saint Louis, MO; Florissant, MO; O'fallon, IL; Collinsville, IL; Ballwin, MO; Granite City, IL; Swansea, IL; Arnold, MO; and 98 other cities in Missouri and Illinois.

REVIEW

Diana R.
High Ridge, MO
Jun 08, 2019



Our bathroom tub and shower were completed as planned. Everything was done to our satisfaction.

Comment from Jacob Showers & Baths

Thank you.

REVIEW

Robert K.
St Louis, MO
Jun 06, 2019



Jacob did a thorough, quality job in a timely and professional way. I'm very happy with our new shower!

Comment from Jacob Showers & Baths

THANK YOU!

REVIEW

Angela B.
St Louis, MO
May 31, 2019



They do quality work and I would recommend them to anybody. I have already recommended them to my sister-in-law and she had her bathroom done by Jacob Showers & Baths a couple of weeks ago.

Comment from Jacob Showers & Baths

Thank you for the comment and the referral.

CUSTOMER FEEDBACK REPORT *for* Jacob Showers & Baths



REVIEW

James L.
Pagedale, MO
May 23, 2019



From the beginning to the end of the job Jacobs performed above and beyond our expectations.

Comment from Jacob Showers & Baths

Thank you!

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 397-4391

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Jacob Showers & Baths relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jacob Showers & Baths in St Louis, MO; Belleville, IL; Saint Louis, MO; Florissant, MO; O'fallon, IL; Collinsville, IL; Ballwin, MO; Granite City, IL; Swansea, IL; Arnold, MO; and 98 other cities in Missouri and Illinois.

REVIEW

Eunice B.
Northwoods, MO
May 17, 2019



They promised it one day and they did it in one day. They were quiet and efficient. I was very pleased with how they got things done.

Comment from Jacob Showers & Baths

Thank you.

REVIEW

Mary Jane P.
Glen Carbon, IL
May 14, 2019



Overall the experience and professionalism in their type of work were very well done. However, the timeframe was my only disappointment, but other than that it was a job well done.

REVIEW

Jane W.
Swansea, IL
Apr 25, 2019



The person that put my shower in, Keith, did an excellent job. They were quick to respond to my calls when I thought my water pressure wasn't high enough.

Comment from Jacob Showers & Baths

Thank you!

REVIEW

Linda P.
Dittmer, MO
Apr 24, 2019



I think it would had been a fantastic job if he would have not thrown away the end pieces.

CUSTOMER FEEDBACK REPORT *for*

Jacob Showers & Baths



REVIEW

Bennie M.
St Louis, MO
Apr 23, 2019



They were really, really good people. They did the work correctly. They were quick about it. Everything was done professionally.

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 397-4391

REVIEW

Ronald W.
Imperial, MO
Apr 09, 2019



I think they did a really good job. I was very pleased with the work and the workers.

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Jacob Showers & Baths relies on our customer surveying to help them deliver an exceptional customer experience.

REVIEW

Dave B.
Affton, MO
Mar 09, 2019



I was totally happy with everything from beginning to end. Jacob Showers & Baths did a great job.

We have surveyed customers on behalf of Jacob Showers & Baths in St Louis, MO; Belleville, IL; Saint Louis, MO; Florissant, MO; O'fallon, IL; Collinsville, IL; Ballwin, MO; Granite City, IL; Swansea, IL; Arnold, MO; and 98 other cities in Missouri and Illinois.

Comment from Jacob Showers & Baths

Thank you. We appreciate your kind words

REVIEW

Ruby R.
Smithton, IL
Feb 18, 2019



I love my new tub.

REVIEW

Jesse C.
Black Jack, MO
Feb 13, 2019



I enjoyed them, JSB did just as they said they would. They clean up very nicely. I would truly recommend them to anyone in need.

REVIEW

Tina S.
St Louis, MO
Jan 03, 2019

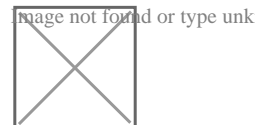


They did a wonderful job.

Comment from Jacob Showers & Baths

Thank you!

CUSTOMER FEEDBACK REPORT *for*
Jacob Showers & Baths



REVIEW

Jane J.
Crestwood, MO
Dec 13, 2018



We are really happy with everything!

Comment from Jacob Showers & Baths

Thank you! We are glad you like it.

9723 West ST RT 161
Fairview Heights , IL 62208
(618) 397-4391

GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Jacob Showers & Baths relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Jacob Showers & Baths in St Louis, MO; Belleville, IL; Saint Louis, MO; Florissant, MO; O'fallon, IL; Collinsville, IL; Ballwin, MO; Granite City, IL; Swansea, IL; Arnold, MO; and 98 other cities in Missouri and Illinois.