

# FEEDBACK REPORT *for* Misurelli Sorensen Heating and Air Conditioning



1615 Birch Road  
Kenosha , WI 53140  
(262) 359-1555

## GUILDMEMBER SINCE 2018

As a GuildQuality Guildmember, Misurelli Sorensen Heating and Air Conditioning relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Misurelli Sorensen Heating and Air Conditioning in Waukesha, WI; Milwaukee, WI; Mukwonago, WI; New Berlin, WI; Greenfield, WI; Wauwatosa, WI; Fox Point, WI; Menomonee Falls, WI; Hartland, WI; Wales, WI; and 5 other cities in Wisconsin.

## Customer Feedback Summary

*Of 32 surveys sent, 18 were responded to*



## Recent Reviews & Published Comments

### COMMENT

Additional Comment  
Nov 19, 2018

Josh was very helpful in explaining all my options and took time to explain everything he was inspecting.

### COMMENT

Additional Comment  
Nov 19, 2018

They didn't fall short on anything.

### COMMENT

Additional Comment  
Nov 19, 2018

Josh was amazing at explaining everything to me and was very professional.

### COMMENT

Additional Comment  
Nov 19, 2018

The salesman was very helpful and knowledgeable. He gave me some insight about any issues that would possibly come up in the future.

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### COMMENT

Additional Comment  
Nov 19, 2018

The technician was exceptional.

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### COMMENT

Additional Comment  
Nov 19, 2018

Responsiveness when contacted.

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### COMMENT

Additional Comment  
Nov 14, 2018

I was most satisfied with the overall service.

### REVIEW

Corey D.  
Waukesha, WI  
Nov 14, 2018



Quick response and excellent customer service!J

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### COMMENT

Additional Comment  
Nov 14, 2018

Josh is amazing - he kept in touch with me even when my family was out of state. He made sure our service call was properly scheduled and the work completed. Great job!

### COMMENT

Additional Comment  
Nov 13, 2018

The service team did a great job.

### COMMENT

Additional Comment  
Nov 13, 2018

The service was fantastic.

### REVIEW

Truax L.  
Waukesha, WI  
Nov 13, 2018



We had excellent service.

### COMMENT

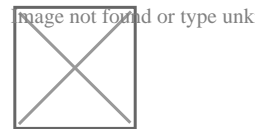
Additional Comment  
Nov 12, 2018

Great job, thank you for the excellent service!

### COMMENT

Additional Comment  
Nov 12, 2018

The technicians were on time, knowledgeable, friendly and easy to work with!



FEEDBACK REPORT *for*  
**Misurelli Sorensen Heating and Air  
Conditioning**

REVIEW  
Ott K.  
South Milwaukee, WI  
Nov 12, 2018  
★★★★★

The technicians were on time, knowledgeable,  
friendly and easy to work with!

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COMMENT  
Additional Comment  
Nov 08, 2018

Sam was great!

**GUILDMEMBER SINCE 2018**

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Misurelli Sorensen Heating and Air  
Conditioning relies on our customer  
surveying to help them deliver an  
exceptional customer experience.

COMMENT  
Additional Comment  
Nov 08, 2018

They were on time and professional. The knowledge  
of the technician exceeded, what you want in most  
companies.

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behalf of Misurelli Sorensen Heating  
and Air Conditioning in Waukesha,  
WI; Milwaukee, WI; Mukwonago, WI;  
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Wauwatosa, WI; Fox Point, WI;  
Menomonee Falls, WI; Hartland, WI;  
Wales, WI; and 5 other cities in  
Wisconsin.

COMMENT  
Additional Comment  
Nov 08, 2018

I do recommend them to other.