

CUSTOMER FEEDBACK REPORT *for*
Multi Serve, Inc.



REVIEW

Sandra J.
Lowell, MI
Jan 01, 2019
★★★★★

I found them to be a very reputable company. The employees were extremely polite, knowledgeable and professional. They did a great job in my house and were very respectful to my needs during a difficult restoration as some of the damage they were repairing was in my office and I work at home. They did their best to get my office taken care of as quickly as possible so as not to interfere with my work day.

929 Alpine Commerce
Park NW
Grand Rapids , MI 49544
(616) 451-9112
www.multiserve.us

GUILDMEMBER SINCE 2015

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

We have surveyed customers on behalf of Multi Serve, Inc. in Grand Rapids, MI; Holland, MI; Midland, MI; Muskegon, MI; Hudsonville, MI; Zeeland, MI; Caledonia, MI; Alma, MI; Howard City, MI; Jenison, MI; and 58 other cities in Michigan, Illinois, Wisconsin, California and Ohio.

REVIEW

Franklin B.
Grand Rapids, MI
Jun 16, 2018
★★★★★

I just told everyone how wonderful you were. I gave you all a 5 star rating and hope you all get a raise.

REVIEW

L.R.L.
Hudsonville, MI
Feb 06, 2018
★★★★★

When there is a water leak it is definitely a crisis situation. At time like this you need assurance that it can be cleaned up. The Multi Serve workers totally brought assurance and calmness to our house. They fulfilled everything they said they would and soon our house was water free! Multi Serve was a blessing in a time of need, we give them a 10 plus rating and we highly recommend Multi Serve!

REVIEW

Donald M.
Hersey, MI
Oct 16, 2017
★★★★★

The young lady in charge (Britney Smith) did a great job considering the circumstances

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REVIEW

Rhonda S.
Grand Rapids, MI
Jul 19, 2017



Not impressed but in a pinch I would probably use them again if there was no one else.

Comment from Multi Serve, Inc.

We are responsive to feedback and welcome further information about your experience so that we may improve. Our minimum of twice weekly updates offered a direct route for communication during your project. These concerns were not communicated to us while we were working with your designated representative to dry your home successfully. Please contact us, thank you.

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REVIEW

Erica G.
Alma, MI
Jul 10, 2017



Brittany and Dave were great to work with and very helpful throughout the entire process.

REVIEW

Laurie P.
Jenison, MI
Jun 12, 2017



Multi Serve was wonderful. They came in, took over, I had no stress because of everything they did. I was so pleased with them. If I ever have another flood, I would call them again.

REVIEW

Steven M.
Ada, MI
May 06, 2016



I was very satisfied with their help during a very challenging season.