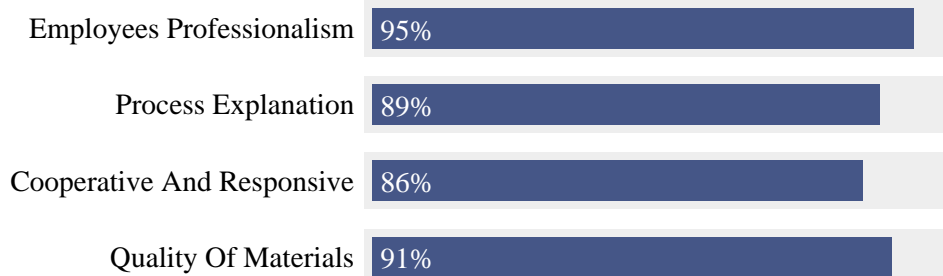


FEEDBACK REPORT for Multi Serve



Customer Feedback Summary

Of 188 surveys sent, 39 were responded to



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

GUILDMEMBER SINCE 2019

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

Recent Reviews & Published Comments

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.

FEEDBACK REPORT *for*

Multi Serve



REVIEW

Hugh M.
Jackson, MI
Nov 29, 2018
★★★★★

The work that Multiserve did was very good quality and the employees were friendly and courteous. However, our damage took place in February, we called insurance immediately, they put us in contact with Multiserve immediately, and they sent someone fairly quickly to look at the damage and begin creating a quote, etc. The actual work did not start until September. Which means we waited 8 months for the work to be scheduled and completed. We called, emailed and called again. We were always treated Kindly, with patience and respect, but they just did not act in a timely manner, at all. I was happy with our treatment and with the work completed, however, I would have a hard time recommending Multiserve to anyone because of the very long delay.

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COMMENT

Additional Comment
Jul 23, 2018

Very nice and professional

COMMENT

Additional Comment
Jul 23, 2018

Workers were very nice and professional

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.

COMMENT

Additional Comment
Jun 16, 2018

We were happy with all areas. We didn't have to worry about anything.

COMMENT

Additional Comment
Feb 08, 2018

Quality of work and skill/courteous of the workers

COMMENT

Additional Comment
Feb 06, 2018

Wonderful job, thanks so very much!

FEEDBACK REPORT *for* Multi Serve



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!

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COMMENT

Additional Comment
Jan 05, 2018

They were courteous.

REVIEW

Charles M.
Ypsilanti, MI
Jan 05, 2018
★★★★★

It has been my experience in dealing with contractors that it's all about the money. I think they should take into consideration your house. I had to put coverings down on the floor because they didn't. We are retired so we were fine with them showing up or not showing up, but it would be nice to block out those days if we had communication about when they were going to be there. There are things that could have been done while we were waiting for things to come in. I feel like they wasted time and only coming a total of 12 days in 2 months before really coming out and starting to do stuff after I made not that we should be further. It was poor planning. They were courteous and when we pointed out things they were good to fix it, but they are the professionals and I shouldn't have to point out things you should do yourself.

REVIEW

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

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

FEEDBACK REPORT *for*

Multi Serve



COMMENT

Additional Comment
Oct 16, 2017

I was most stratified with Brian Thompson. His performance was/is exceptional Britney Smith with multi serve did an exceptional job as well.

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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.

GUILDMEMBER SINCE 2019

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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.



COMMENT

Additional Comment
Jun 12, 2017

I was very pleased with everything.

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.



COMMENT

Additional Comment
Jun 12, 2017

I was most satisfied with every area of my claim experience. from their first response to tying everything up.

FEEDBACK REPORT *for*

Multi Serve



COMMENT

Additional Comment
Mar 13, 2017

Multi serve went out of their way to get our problems taken care of They also helped in the negotiations with the insurance and got better equipment installed than I expected They found problems that I didn't think of and took care of them

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COMMENT

Additional Comment
Feb 13, 2017

If something like this were to happen again would hope Allstate and Multi-Serve would work like this again. This was a TV commercial in realtime!!! Thanks!!!

GUILDMEMBER SINCE 2019

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COMMENT

Additional Comment
Feb 13, 2017

Claims adjuster set up contact with a great company for repair. Seamless!!! Just beautiful to get a disappointing situation fixed quickly. A +++

REVIEW

Steven M.
Ada, MI
May 06, 2016
★★★★★

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

COMMENT

Additional Comment
Nov 07, 2015

Adjuster was very thorough and represented the company well. Also pleased with rapid response of water mitigation team.