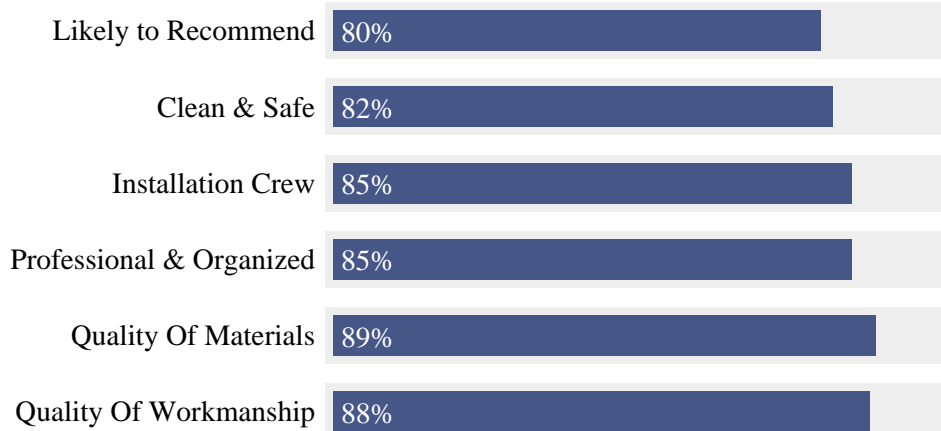


# FEEDBACK REPORT *for* Premier Pools & Spas (Corporate)



## Customer Feedback Summary

*Of 3,271 surveys sent, 1,400 were responded to*



11250 Pyrites Way  
Rancho Cordova , CA  
95670  
(855) 212-2210

### GUILDMEMBER SINCE 2019

As a GuildQuality Guildmember, Premier Pools & Spas (Corporate) relies on our customer surveying to help them deliver an exceptional customer experience.

## Recent Reviews & Published Comments

### REVIEW

Rich C.  
Placerville, CA  
Jan 09, 2021



Outstanding presentation and sales guidance. The construction crew overall was 5 star. The finished product is another 5 star. We are very happy.

### REVIEW

Michael S.  
Elk Grove, CA  
Dec 19, 2020



They exceeded my expectations. They promised it by my wife's birthday on the 4th of July and they delivered.

### REVIEW

Rodolfo G.  
Elk Grove, CA  
Dec 02, 2020



I am extremely happy with the quality of work. We love our pool.

### REVIEW

Lorraine M.  
Roseville, CA  
Nov 25, 2020



They were wonderful! I would highly recommend Dan for his knowledge and accommodating the customer and their plans.

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### REVIEW

Kelly B.  
Collegeville, PA  
Nov 10, 2020



Pre work and planning were great. Once digging started, overall communication decreased. Our back yard was left a mess (pieces of concrete, debris, cigarette butts and 2 wires not buried). Even after reaching out numerous times, issues were not resolved.

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### REVIEW

Marwan A.  
Carmichael, CA  
Oct 15, 2020



Their design was good, the details and the finishing are suboptimal.

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### REVIEW

MITCH B.  
Lincoln, CA  
Oct 13, 2020



It is an amazing pool. They did a great job and exceeded our expectations.

### REVIEW

M.J.T.  
Rocklin, CA  
Oct 12, 2020



The sales and supervising team at Premiere Pools and Spas are amazing. They communicate very well with the customer and follow through with what they say they are going to do.

### REVIEW

Roseann H.  
Ione, CA  
Oct 12, 2020



Great company to work with, job got done early, everyone was professional & easy to deal with and we were kept apprised during the entire project of what was coming next, etc. Highly recommend them !!

### REVIEW

J.S.O.  
Lincoln, CA  
Oct 02, 2020



On our project, our salesman, project supervisor and the supervisor in charge of pouring the deck. The entire team that worked on our project was fantastic! Along with the results!

### REVIEW

John D.  
El Dorado Hills, CA  
Sep 30, 2020



I think Premier Pools & Spas did a good job. They ran into some challenges but they overcame them. In the end I am very happy with what we got. I recommend them to anyone looking to put a pool in.

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### REVIEW

Michelle L.  
Pilot Hill, CA  
Sep 30, 2020



We love our pool. They did as great job.

### REVIEW

Mark S.  
El Dorado Hills, CA  
Sep 18, 2020



I was very pleased with the service and final product. I would recommend Premier Pools & Spas to anyone considering building a pool.

### REVIEW

Jeff S.  
Sutter Creek, CA  
Sep 17, 2020



Premier Pools & Spas were very professional and knowledgeable. They got the job done and kept it clean. I couldn't be more satisfied with the experience.

### REVIEW

Rick C.  
El Dorado Hills, CA  
Sep 17, 2020



They are an outstanding company with outstanding ownership. I highly recommend.

### REVIEW

Eric L.  
Manteca, CA  
Sep 17, 2020



They did an amazing job and I would definitely refer them to anyone!

### REVIEW

Regina C.  
Sacramento, CA  
Sep 17, 2020



I was very happy with their service!

### REVIEW

Jacob S.  
Montgomery, TX  
Sep 01, 2020



The whole Premier team we dealt with was excellent; they did a wonderful job. We are happy with the outcome.

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### REVIEW

Andrea B.  
Fort Pierce, FL  
Aug 27, 2020



We got a beautiful pool, they just need to work on their customer service skills.

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### REVIEW

Matthew R.  
Port Saint Lucie, FL  
Aug 27, 2020



I wouldn't recommend Premier Pools and Spas to my worst enemy, no one should have to suffer through a project they run. Ever! Eventhough we are happy with the finished project, as the customer, I should not have to oversee more of the project management than the company.

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### REVIEW

Brian M.  
Vacaville, CA  
Aug 21, 2020



They are the absolute best in the business.

### REVIEW

Richard T.  
Vacaville, CA  
Aug 21, 2020



They finished ahead of schedule and were very responsive to all my questions during the project. They were great.

### REVIEW

Austin B.  
Moreno Valley, CA  
Aug 20, 2020



This was a horrible project we had issues from day 1. Very unprofessional also had many days of terrible communication, had to stay home a lot without pay just to make sure there wasn't more problems. It's my third pool but first with this company and I would never recommend them to anyone. I lost even more money over the cost of the pool taking days off they said I had to be home yet no one ever showed up or called. Look elsewhere!

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### REVIEW

Khaled E.  
Murrieta, CA  
Aug 20, 2020



We are enjoying our beautiful pool!

### REVIEW

Bruce B.  
gulfport, MS  
Aug 19, 2020



They were awesome and very professional. They were easy to work with.

### REVIEW

David S.  
West Columbia, TX  
Aug 19, 2020



Premier Pools is very professional. It took a little longer than we expected it to, but we are very satisfied with how it turned out. The quality of the pool is amazing.

### REVIEW

Elizabeth L.  
Citrus Heights, CA  
Aug 14, 2020



I have already referred a co-worker to get a pool installed due the high level of professionalize, quality of work, and the speed in which it was done. LOVE PREMIER POOLS!!!

### REVIEW

Robert S.  
Port St Lucie, FL  
Jul 28, 2020



Premier Pools had a colossal failure to adequately communicate with their customer. They have not met their promised expectations with respect to the management of the project. The burden was completely on the customer to follow up and to proceed in getting permitting done. It was a horrible experience working with this national company of premier pools.

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### REVIEW

Bill E.  
Atglen, PA  
Jul 27, 2020



Mike H., Mike M., & the entire team at PP&S in Souderton, PA were a dream to work-with. I'm a detail-oriented person who maintains very high expectations & I can say that all of them were met (&/or exceeded). From the sales & design process, all the way through construction to project completion, the Premier team was knowledgeable, responsive, communicated well, & performed all work on schedule and to very high standards.

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### REVIEW

Sandy E.  
Woodland, CA  
Jul 22, 2020



It's been MONTHS after a terrible concrete deck application, with calls, meetings, promises and failures to perform. At this point I just want my money back. On top of this- now they want us to pay to re-apply for our permit because the project has dragged on for so long. They really do take your money, force you to pay, and never follow up.