

FEEDBACK REPORT *for*  
**ServiceMaster**

9117 San Mateol  
Laredo , TN 78045  
(956) 718-2778

REVIEW

Jesus N.  
Fresno, CA  
Jun 08, 2025



Service is good, but lack of communication communications needs to be improved

**GUILDMEMBER SINCE 2015**

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

REVIEW

Amy B.  
MOBILE, AL  
May 20, 2025



They handled everything from moving furniture out, mold remediation, drying everything out, and helping us get everything back in. They did a wonderful job helping us stay on track, so we knew what we needed to do to keep the project moving. Furthermore, they were good at communicating. They offered to meet with me if I had to sign anything. They ended up bringing everything to me. I didn't have to go out of my way, which was very nice and helpful.

REVIEW

Jim B.  
LYNDEN, WA  
May 07, 2025



As far as ServiceMasters' service with our water damage problem, I am very pleased with the work that they did.

REVIEW

Paige B.  
BELLINGHAM, WA  
Feb 12, 2025



Fast service with thoughtful personnel

REVIEW

E.D.A.  
El Paso, TX  
Dec 07, 2024



The initial water mitigation was great. The response and communication was great. Once they started the work on the repairs, I wasn't happy at all with the project manager and contractor. He doesn't respond to me at all anymore. There were others issues. He completed most of the work and some other stuff was supposed to be supplemented, but it never happened. He never got back to me.

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## REVIEW

Servando S.  
Kerman, CA  
Dec 06, 2024



There was no communication.

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## REVIEW

Mrs. C.  
Poway, CA  
Nov 13, 2024



The service was excellent.

## REVIEW

Nicholas K.  
CARLSBAD, CA  
Jun 19, 2024



The company put my kids in jeopardy, with the fans blowing dust and fiberglass. The room was not contained only when they removed cabinets. They contained the fiberglass and dust. Due to this neglect, my son had horrible allergies and he couldn't go to school because his eyes were swollen. Plus, we were all sneezing. We ate and stayed upstairs.

## REVIEW

I.W.K.  
Lincolnton, NC  
Jun 18, 2024



Ken was timely and great to work with. Answered all of our questions and provided a great service.

## REVIEW

Rene R.  
El Paso, TX  
Jun 06, 2024



They did a good job.

## REVIEW

Delores H.  
Merritt Island, FL  
Jun 03, 2024



The problem I had with them, was that they submitted the paperwork only for the part they had finished so they could be paid. I told them to make sure it was done, and I signed it. Make sure you do not sign anything until it has all been done, and don't send in the entire paperwork.

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REVIEW

Raymond R.  
ROCKWALL, TX  
May 09, 2024



Service Master out of Tyler was the mitigation contractor that was assigned to our water loss claim. They came out to the house 3 or more times for mitigation purposes because each of the previous times they came out all of the water/mold issues were not addressed properly. At the end of the day, there were was still water loss and mold in our house from this incident that should have been addressed by Service Master, but was not. In my contacts with the Insurance Company they said that the Service Master representative had effectively stopped communicating with them when they tried to contact them about finishing the water remediation on this claim. I would not recommend Service Master out of Tyler to anyone I know for water remediation purposes based on this experience!Homeowner

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REVIEW

Susan T.  
WICHITA FALLS, TX  
Apr 06, 2024



They did a great job.

REVIEW

Nicholas W.  
ALTUS, OK  
Apr 03, 2024



Service Master's employees provided excellent, professional service. They were friendly, efficient and always kept us informed of what to expect throughout the process.

REVIEW

Kevin M.  
KENOSHA, WI  
Mar 11, 2024



Didn't get all of the water up. Tried to upsell. Lied about price.

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### REVIEW

Teicha C.  
ANCHORAGE, AK  
Feb 12, 2024



Thor and his team responded quickly to our situation, and followed up diligently every morning until our place was dried out. They were very polite and respectful. If we ever have to go through this again, I would be requesting Thor and Service Master again!

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### REVIEW

Erica M.  
JANESVILLE, WI  
Jan 22, 2024



Great, quick work with very friendly representatives! They were so respectful of my home/property and assured me when I was in a bit of a panic - I can rest easy knowing that my home is clean and safe once again.

### REVIEW

Jacob B.  
Valdosta, GA  
Jan 17, 2024



They did a good job of removing the drywall and the ceiling that had been exposed to moisture and mold. However, they did put any plastic or tarps over it, which allowed more moisture and mold to get in after they left.

### REVIEW

Grace G.  
THURMONT, MD  
Jan 11, 2024



They did an excellent job with everything.

### REVIEW

Michael C.  
Marlow, OK  
Nov 28, 2023



Very satisfied with the service that we were given. Each and every person that we dealt with were professional and knowledgeable. Sadly a house fire is not how we would like to have done business with Service Master but glad that they were there when we needed them.

### REVIEW

Grace S.  
Simpsonville, SC  
Nov 15, 2023



They were friendly, professional, and on time.

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### REVIEW

Brittany B.  
Anderson, SC  
Nov 14, 2023



Everyone at ServiceMaster who was here was very professional, and they got the job done very quickly.

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### REVIEW

William B.  
Oct 07, 2023



Manny and his crew were professional and extremely helpful guiding us through the process.

### REVIEW

Marcia W.  
Oct 04, 2023



Great Service for a awful situation!

### REVIEW

Isaac C.  
Sep 06, 2023



Horrible service, caused more damage to our home

### REVIEW

Mr. L.  
May 11, 2023



The industrial fans and dehumidifiers worked. It saved a lot of walls from having to be replaced.

### REVIEW

David B.  
May 10, 2023



Overall, I'm dissatisfied with the services I received from ServiceMaster of Salem. The initial damage mitigation work by ServiceMaster Salem, prompted repair work from a competitor due to faulty service. Worse, the dehumidifier and dryer in one of the rooms was never checked by your technicians. Upon my own self-inspection, the drip tray was filled with water, and the electrical cord to the dehumidifier was in standing water.

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REVIEW

Jackelyn P.  
Cudahy, WI  
May 09, 2023



They were very friendly, reliable, on time, cleaned up well, and did a great job.

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REVIEW

Joshua M.  
VISALIA, CA  
May 03, 2023



The service master associate left the door off the hinges, staples on the wall, and chipped my wall and ceiling.

REVIEW

John H.  
Eugene, OR  
May 03, 2023



Excellent work and communication.