

CUSTOMER FEEDBACK REPORT *for*
DreamMaker Bath & Kitchen of Tyler

16700 FM 2493, Suite 500
Tyler , TX 75703
(903) 525-6161

COMMENT
Additional Comment
Jul 07, 2020

They were very nice people.

COMMENT
Additional Comment
Jun 24, 2020

Roger Williams handled every concern and question with great patience and grace. He was already aware of our “punch-list” items when we brought them to his attention. Additionally, he was not only precisely punctual, but he ensured his subcontractors were punctual as well. Vendors and tradesmen arriving when promised was a great experience.

REVIEW
Danny H.
Tyler, TX
Jun 24, 2020
★★★★★

If you are looking to work with quality people, and not just looking for the cheapest cost, then we highly recommend DreamMaker Bath & Kitchen of Tyler to plan and execute your design-build remodel project.

Comment from DreamMaker Bath & Kitchen of Tyler
Thanks so much.

COMMENT
Additional Comment
Apr 25, 2020

Roger and Linda took care of all our needs above what we expected. Mike, their carpenter, is an exceptionally skilled carpenter and craftsman. We appreciated his attention to detail and the level of quality of his workmanship.

COMMENT
Additional Comment
Apr 25, 2020

They did not fall short in any way.

COMMENT
Additional Comment
Apr 25, 2020

Considering

COMMENT
Additional Comment
Apr 22, 2020

Mike Smith.

GUILDMEMBER SINCE 2017

As a GuildQuality Guildmember, DreamMaker Bath & Kitchen of Tyler relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of DreamMaker Bath & Kitchen of Tyler in Tyler, TX; Bullard, TX; Flint, TX; Hideaway, TX; Rusk, TX; Whitehouse, TX; Frankston, TX; Mineola, TX; Malakoff, TX; Athens, TX; and 2 other cities in Texas.

In this report, DreamMaker Bath & Kitchen of Tyler has published a summary of the customer feedback they've received since they joined GuildQuality in August 2017. In that time, 25 out of 35 customers (71%) responded to a GuildQuality satisfaction survey, with the most recent response in July 2020.

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COMMENT
Additional Comment
Apr 22, 2020

None.

REVIEW
James W.
Hideaway, TX
Apr 22, 2020
★★★★★

We are very, very pleased with the bathroom remodel that DreamMaker did for us. Roger, Linda and Mike are the best contractors we've ever worked with. Roger did great design work. We talked to several contractors before DreamMaker, and no one was able to come up with the great design that Roger did. The others told us it couldn't be done, but Roger made it happen. Both Roger and Linda were helpful, professional and responsive at all times and completely committed to customer service and satisfaction. It was a joy to have Mike in our home doing the work. He was uniformly pleasant, punctual, hard-working, professional, skilled, responsive, and committed to high quality work and customer service. Roger, Linda and Mike are all high-quality people who do high-quality work, and we feel blessed to have found them to do our beautiful bathroom remodel.

Comment from DreamMaker Bath & Kitchen of Tyler

Thank you so much for the great review. It was a pleasure working with ya'll and making your bathroom just like you wanted. I hope you enjoy it for many years to come.

COMMENT
Additional Comment
Jan 25, 2020

Mike ,for his craftsmanship and patience. Roger, for making what I thought would be a complicated process seem so easy, and Linda for helping steer my wife in the design choices. Such a great team.

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- COMMENT
Additional Comment
Jan 25, 2020
Everything they promised and we expected was done to our satisfaction.
- COMMENT
Additional Comment
Nov 12, 2019
They did a fantastic job with my kitchen. I go into my kitchen and can't believe it is mine. They were fabulous to work with and I recommended them to all of my friends. I was apprehensive to start but I loved the team.
- COMMENT
Additional Comment
Nov 12, 2019
I would like to recognize Mike, Roger, and Linda. The electrician was great. They all did a fantastic job.
- COMMENT
Additional Comment
Oct 28, 2019
Roger, Linda, and Mike. Thank you three for the best experience during a stressful remodel :)
- COMMENT
Additional Comment
Oct 28, 2019
Nothing comes to mind :)
- COMMENT
Additional Comment
Oct 28, 2019
I will most certainly choose this company again if I do have needs.
- COMMENT
Additional Comment
Aug 13, 2019
Mike did wonderful tile work and was very respectful to us and out home.
- COMMENT
Additional Comment
Aug 13, 2019
They did not fall short of my expectations.
- COMMENT
Additional Comment
Aug 13, 2019
Yes, we do.
- COMMENT
Additional Comment
Jul 22, 2019
Mike Smith is a EXCELLENT carpenter. Everything was done properly and perfectly.
- COMMENT
Additional Comment
Jul 22, 2019
We really appreciate Linda taking the time to help us pick out counter tops, tile, lights, etc. She was most helpful in the process!

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COMMENT
Additional Comment
Jul 22, 2019

As mentioned earlier, Mike Smith provided quality service. He was knowledgeable, efficient, friendly and prompt! He made the entire process run smoothly. Of course, Roger and Linda Williams were of tremendous benefit in the project from start to finish.

COMMENT
Additional Comment
Jul 22, 2019

We really appreciate the plastic dividers that separated the kitchen from the rest of the house. It helped to keep dust to a minimum. We also appreciate Mike Smith sweeping up every night before he left. He even cleaned up a mess the other subs made!

COMMENT
Additional Comment
Jul 22, 2019

None

COMMENT
Additional Comment
Jul 22, 2019

No

REVIEW
Michael D.
Hideaway , TX
Jul 22, 2019
★★★★★

After going through other remodel projects in the past, our experience with DreamMaker was many times LESS stressful than others. Their careful planning and help in the design and selection process made the entire project seem effortless in comparison to our other remodel projects.

Comment from DreamMaker Bath & Kitchen of Tyler

Thank you so much for the good review. We really enjoyed working with ya'll and making your kitchen beautiful.

COMMENT
Additional Comment
Jul 22, 2019

I would like to recognize Roger and Mike. Roger's wife did really good too.

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COMMENT
Additional Comment
Jun 11, 2019

Mike

COMMENT
Additional Comment
Mar 12, 2019

Finding a skilled and reliable contractor is a challenge so we are delighted that we found Roger and Linda to help with our bathrooms. They did everything they promised and more - great communication, worked when they said they would, identified potential problems early, resolved issues when they came up... all around class act - thank you Roger & Linda!

COMMENT
Additional Comment
Feb 06, 2019

Roger, Linda and Mike were all easy to communicate with and we are very pleased with all their work.

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