

CUSTOMER FEEDBACK REPORT *for*
Premier Pools & Spas of Phoenix

REVIEW

Timothy B.
Mesa, AZ
May 21, 2019



All of the contractors were awesome. There is no reason to say any bad things about them. Very good job.

REVIEW

Dan B.
Chandler, AZ
May 02, 2019



Outstanding work from start to finish. I would strongly recommend this company for any backyard project.

REVIEW

Robert P.
Queen Creek, AZ
Apr 09, 2019



Our sales representative, Matt Ovard, was exceptional at planning and designing our pool and was very responsive to all of our questions.

REVIEW

Paul V.
Mesa, AZ
Apr 09, 2019



The quality of our pool and the workmanship is wonderful. We did have a few hiccups along the way however things were made right in a timely manner.

REVIEW

Jan R.
Gilbert, AZ
Mar 11, 2019



Some of the subcontractors are not as professional as the company in its whole. We love Premier Pools and Spas.

REVIEW

Smail Y.
Phoenix, AZ
Jul 10, 2018



Joe was very professional and very helpful. He was always there for me!

REVIEW

Ed K.
Mesa, AZ
Jul 10, 2018



I was very happy with Joe M's. design and patience in guiding us to the right pool for our need. I would highly recommend Joe for anyone designing a pool.



8743 East Pecos Road STE
109
Mesa , AZ 85212
(480) 848-9432

GUILDMEMBER SINCE 2018

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

We have surveyed customers on behalf of Premier Pools & Spas of Phoenix in Mesa, AZ; Chandler Heights, AZ; Gilbert, AZ; Phoenix, AZ; Queen Creek, AZ; Chandler, AZ; San Tan Valley, AZ; Apache Jct, AZ; Peoria, AZ; Anthem, AZ; and 9 other cities in Arizona.

In this report, Premier Pools & Spas of Phoenix has published a summary of the customer feedback they've received since they joined GuildQuality in April 2018. In that time, 46 out of 89 customers (52%) responded to a GuildQuality satisfaction survey, with the most recent response in June 2019.

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REVIEW

Les W.
Apache Jct, AZ
Jul 09, 2018



The installation crew were excellent and did quality work. The customer service from the office were poor. Loved the finish product overall.

REVIEW

Jake B.
Chandler Heights, AZ
Jul 05, 2018



I was really happy with the way everything turned out and how friendly everybody was.

REVIEW

Leonard S.
Litchfield Park, AZ
Jul 02, 2018



I would recommend Premier Pools and Spas! I am very happy with my pool!

REVIEW

Liz S.
Chandler, AZ
Jul 02, 2018



Our pool turned out much better than we ever imagined.



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REVIEW

Gina G.
Queen Creek, AZ
Jun 29, 2018



We, in good conscience, cannot recommend this pool company to anyone. We would not feel right setting anyone up for what should be an exciting experience, knowing, that working with Premiere is NOTHING like what is portrayed on an episode of Pool Kings!! We are still, 2+ months after our "completion", waiting for a call back from our Salesman to resolve the many punch list items that are still outstanding. Our backyard is absolutely gorgeous; however, that is mainly due to my husband's ability to go around and fix the details that were clearly not done correctly by Premiere. We should NOT have had to re-pitch and properly drain our patio, jackhammer out the dried pebble tech that was "hidden" along the side of our paver walkway, be left to accept a scratched up stainless steel refrigerator and drop in BBQ grill because the crews that installed them had mortar and cement on their hands or be forced to re-wire the electrical for the lights in our bench because they cemented the wires in and the lights got too hot and melted. All Premiere seems to care about is the payments that are due to them and they have no concern for customer experience or quality workmanship.

REVIEW

Dressel S.
Phoenix, AZ
Jun 09, 2018



THIS COMPANY IS AMAZING.....I HAVE HAD SO MUCH FUN AND LAUGHTER WITH JOE AND SHELBY I WISH I COULD SEE THEM OFTEN AS FRIENDS. THE OFFICE STAFF, CREWS, ETC. ARE SO PERFECT AT WHAT THEY DO IT'S SCARY THAT I HAVE NO, AND I MEAN NO, COMPLAINTS.



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REVIEW

Todd T.
Phoenix, AZ
May 07, 2018



They are excellent to work with, especially Joe Merenda. There were few minor issues during the installation but Joe and the team were quick to address them.

REVIEW

Bamford M.
Chandler Heights, AZ
Apr 16, 2018



Final product is great. Very poor communication regarding contractors arriving to work. I had to fill in the trenches myself to keep the dogs from falling in them.

REVIEW

Rob D.
Gilbert, AZ
Apr 12, 2018



Joe and Premier done a fantastic job on our pool and we would highly recommend them.

REVIEW

Kumar M.
Mesa, AZ
Apr 10, 2018



Very poor quality of work. They destroyed my backyard and would not take responsibility for fixing and cleaning. My travertine is still loose. The pop up pump quality is very bad. My brand new pool looks dirty at all time and had to invest more in buying a vacuum to clean the bottom of the pool. We were a cash customer and I accepted a lot better customer service from them. Overall I do not recommend premier pools.



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