

CUSTOMER FEEDBACK REPORT *for*
SERVPRO Hershey/Swatara

7921 Grayson Rd
Harrisburg , PA 17111
(717) 561-1404

REVIEW

Jenna B.
Hummelstown, PA
Mar 23, 2017



They took an incredibly stressful situation and helped ease my mind and make it a lot easier.

REVIEW

Chris K.
Harrisburg, PA
Feb 09, 2017



They made a difficult situation as easy as it could be to get fixed!

REVIEW

Joe R.
Harrisburg, PA
Dec 05, 2016



John and his Servpro team member were professional, punctual, efficient and thorough! Our carpets look fantastic!

REVIEW

Carl W.
Mechanicsburg, PA
Nov 30, 2016



The team at SERVPRO of Hershey has handled several restoration projects for members of our congregation and for our facilities. I highly recommend them based on the very positive feedback from members of our church (water / fire and mold damage jobs) and the work that they have done for me. They also partner with us in ministry which is even better !

REVIEW

Bernie D.
Hershey, PA
Aug 23, 2016



I think they were excellent and helpful. They took care of anything we needed. It was good.

REVIEW

Pennbook Church
Harrisburg, PA
Aug 15, 2016



Thank you! Great job guys!

GUILDMEMBER SINCE 2014

As a GuildQuality Guildmember, SERVPRO Hershey/Swatara relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of SERVPRO Hershey/Swatara in Harrisburg, PA; Hershey, PA; Hummelstown, PA; Palmyra, PA; Middletown, PA; Carlisle, PA; Lebanon, PA; Annville, PA; Grantville, PA; Mechanicsburg, PA; and 20 other cities in Pennsylvania.

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Brian D.
Hershey, PA
May 02, 2016



I could not have been happier with Servpro's team.
They were prompt and the finished work is excellent!

REVIEW

John S.
Millersburg, PA
Nov 20, 2015



I was very happy regarding the experience I had with
Servpro and I would highly recommend this company.

REVIEW

Marie S.
Hershey, PA
Sep 08, 2015



They provided help to me when I sorely needed it!!! I
would certainly recommend them!

REVIEW

Jody D.
Harrisburg, PA
Jul 14, 2015



Very happy with the service I received from Servpro.
They kept me updated on the progress and always
returned my calls promptly, even after hours and
Saturdays. I would highly recommend this company!

REVIEW

Sam B.
Mechanicsburg, PA ,
PA
Jun 08, 2015



Excellent and professional from start to finish!

REVIEW

Marie L.
Enola, PA
Jun 04, 2015



They were extremely helpful, professional and
courteous. It was a delicate situation and I appreciated
their professionalism.

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REVIEW

Sheri D.
Mechanicsburg, PA
May 23, 2015



From the moment we found ourselves in the midst of a tragic house fire, Servpro was there to take over, and do all of things that needed to be done. Although it was a horrible situation, God provided for us every step of the way, and one of those ways was through the help of Servpro. They were always courteous, and helpful and treated us with compassion and care in the situation.

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REVIEW

Scott
Hummelstown, PA
Apr 21, 2015



The initial impression was good. They were very professional. They gave a personal touch. They see situations that the average person doesn't walk into and were sensitive to our needs.

REVIEW

Ed P.
Harrisburg, PA
Apr 08, 2015



The team that came out to the house were very professional and polite. They were very understanding and willing to work around my late night work schedule. I would recommend Servpro to anyone who would need Water or Smoke clean up! They did a GREAT job on my house and I would call on there services in the future again and again.

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REVIEW

Father S.
Harrisburg, PA
Feb 16, 2015



Last year, the home in which I was residing had a fire set in it which caused major smoke and soot damage to all of my belongings. As I have a large collection of books, artwork and many valuable assets, my fear was that I would lose a great deal of my possessions. The Servpro staff arrived and, within minutes, made me feel that everything was going to be okay! I watched them carefully pack all of my prized possessions with the utmost care. Everything was recently returned to me cleaned to perfection with absolutely no smoke odor whatsoever on any item. There was not one single thing damaged. I cannot recommend Servpro highly enough! Great people!

Comment from SERVPRO Hershey/Swatara

Thank you for the very kind words Father Scalzi !

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REVIEW

Melisa P.
Palmyra, PA
Jan 12, 2015



Great customer service! They did an outstanding job, were courteous, knowledgeable and efficient.

REVIEW

Dale C.
Annville, PA
Dec 17, 2014



YES !

REVIEW

Brittany M.
Hummelstown, PA
Dec 13, 2014



The entire team was excellent. They responded quickly, and knew exactly how to remedy the problem. I appreciated level the care and concern they took to do the job right and work around our schedule and needs. They explained everything very well and helped me in every way.

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REVIEW

Norman S.
Lemoyne, PA
Dec 12, 2014



Servpro was extremely helpful, and the team was very thorough. The guys that did the job were extremely knowledgeable about what they were doing.

REVIEW

John P.
Middletown, PA
Sep 23, 2014



Having used other cleaning professionals in the past, Servpro far exceeded my expectations, and their ability to deliver beyond the competition is immeasurable. They blow the competition away and the final product was outstanding.

REVIEW

Marilyn W.
Harrisburg, PA
Sep 19, 2014



They were very professional and knew the job very well. They wouldn't let me onsite as they were protecting my benefit, best interest and health. I couldn't have asked for anything better under the circumstances.

REVIEW

Brian M.
Middletown, PA
Aug 01, 2014



The team was very professional and efficient. They took the time to explain the process and answer all my questions. The quality of their work was excellent and they were very accommodative to my schedule. I had a similar situation a few years ago and the Servpro guys were much better - I am glad I called them. I hope I never have another loss like this but if I do - I will call them.

REVIEW

Gary D.
Highspire, PA
May 22, 2014



I was very happy with the work and I would not hesitate to refer them to somebody else. They were very professional, explained to me what they were going to do and then they did.

REVIEW

Ahold
Carlisle, PA
Mar 03, 2014



I REALLY APPRECIATED THEM COMING OUT RIGHT AWAY AND START CLEANING UP. VERY THOROUGH AND ORGANIZED. ALSO VERY GOOD AT TAKING SAFETY PER CAUTIONS. THANKS AGAIN.

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REVIEW

Shirley F.
Dillsburg, PA
Feb 28, 2014



When I was in need, Servpro Hershey/Swatara was there to help me out and did a great job. I was grateful that they were there.

REVIEW

Derra B.
Harrisburg, PA
Feb 17, 2014



I had a waterfall and flood in my basement due to pipes freezing during the horrible winter of 2014. I happened to be out of town and my sister was checking my house. They actually had to work through my sister and communicate with me via phone. Through every phase of questions, tear-down, clean-up, referrals, and haul away Servpro was very professional. They made my sister comfortable with answers to questions that she then had to communicate to me; and they were very patient when they had to answer those same questions directly on the phone with me. Even though my basement was destroyed and I was away "freaking out" they made a bad situation seem much better - What a great group of guys. Thanks much !!

Comment from SERVPRO Hershey/Swatara

Thank you Derra for the feedback! I'm still wondering where Emmit signed his painting :)

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