

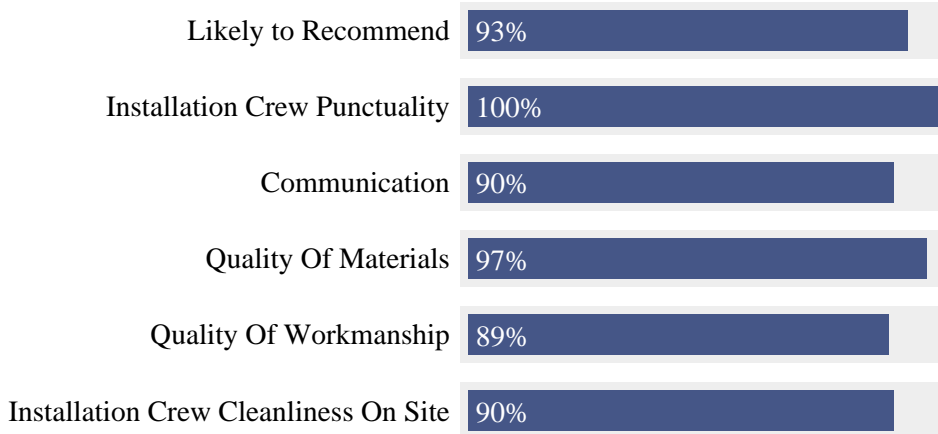
Bath Planet of Portland



Customer Feedback Summary

Of 37 customers surveyed, 30 responded

6109 E 18th St Suite A
Vancouver , WA 98661
(360) 696-4445



GUILDMEMBER SINCE 2016

As a GuildQuality Guildmember, Bath Planet of Portland relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Bath Planet of Portland in Vancouver, WA; Portland, OR; Salem, OR; Longview, WA; Bend, OR; Eugene, OR; Onalaska, WA; Camas, WA; Kalama, WA; Washougal, WA; and 16 other cities in Washington and Oregon.

Recent Reviews & Published Comments

REVIEW

Mike W.
Salem, OR
Feb 16, 2017
★★★★★

A great product--love our new shower--especially the increased room! Slow in follow-up on issues--but finished product is fantastic!

COMMENT

Additional Comment
Oct 04, 2016

I would like to recognize John the sales person and the installation crew.

COMMENT

Additional Comment
Oct 04, 2016

I was satisfied with the quality of the work and timeliness to complete job.

REVIEW

Keith W.
Portland, OR
Sep 14, 2016
★★★★★

Miller Home Renovations did a nice job on this project. They were very good at working through all the details prior to the installation. The build crew were professional, organized and tidy. All of this contributed to an on time start and finish with good results for the project.

In this report, Bath Planet of Portland has published a summary of the customer feedback they've received since they joined GuildQuality in August 2016. In that time, 30 out of 37 customers (81%) responded to a GuildQuality satisfaction survey, with the most recent response in February 2017.



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REVIEW

Gene B.
Gladstone, OR
Sep 08, 2016



They did a great job and I have a rain shower that is awesome!

COMMENT

Additional Comment
Aug 29, 2016

Alan the installer was outstanding. He exceeded our expectations!

COMMENT

Additional Comment
Aug 29, 2016

I was most satisfied with Johns responsiveness. I also appreciated Mr. Millers involvement and making it work for us. The crew was very competent and professional.

COMMENT

Additional Comment
Aug 29, 2016

I was very pleased with the whole process and the continued follow up. I even liked the survey because it shows that they cared.

COMMENT

Additional Comment
Aug 29, 2016

The crew was very good. They did a great job. John was good at selling the product. Everyone did a good job.

COMMENT

Additional Comment
Aug 29, 2016

I was most satisfied with Miller Home Renovations because of the whole project.

REVIEW

James C.
Bend, OR
Aug 29, 2016



They did the job very well. We are very pleased with it. We didn't have any problems.

COMMENT

Additional Comment
Aug 29, 2016

They have done a job well done.

COMMENT

Additional Comment
Aug 29, 2016

I would definitely like to recognize the salesperson, Dan Hagen, for his exceptional service. He was extremely helpful and knowledgeable.

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COMMENT

Additional Comment
Aug 29, 2016

I think it was a very well done job, and I appreciated that they kept their word on many things. They later came out to check on some issues, and I had been worried because they are not local. However, it was fine, and I was pretty happy.

COMMENT

Additional Comment
Aug 29, 2016

The options available for my project and willingness to work with my timeline

REVIEW

Nora T.
Portland, OR
Aug 29, 2016



Allen's workmanship was superb!

COMMENT

Additional Comment
Aug 29, 2016

I was most satisfied with the workmanship. They were good about getting in and getting out and getting the job done. They worked hard.

REVIEW

Ruth P.
Onalaska, WA
Aug 29, 2016



The workers were nice and concerned about making sure it was done correctly and they walked us through the process. The salesman was nice and the owner came and checked the work. That made us happy.

COMMENT

Additional Comment
Aug 29, 2016

Thanks for all you've done for us. Our house is even better and nicer now thanks to you.

COMMENT

Additional Comment
Aug 29, 2016

Quality of materials used- first rate, name brand products. Quality of installation- they are experienced experts that really understand bathrooms.

REVIEW

Al H.
Junction City, OR
Aug 29, 2016



From start to finish, Miller was first rate. John and the installation crew were friendly, knowledgeable, and professional craftsmen in every way. We couldn't be happier with our beautiful new bathroom. It's been our good fortune to have been associated with them!



Bath Planet of Portland

REVIEW

John S.
Camas, WA
Aug 27, 2016



This is the second time we have used Miller Home Renovations (once for a kitchen cabinet reface and once for updating our showers). Both times we have received very satisfactory service, even though we were very choosy about materials and design. We highly recommend Miller for these kinds of projects.

COMMENT

Additional Comment
Aug 27, 2016

We really love our bathroom.

COMMENT

Additional Comment
Aug 27, 2016

I would like to recognize all the workers, they all went above and beyond. Even when there were problems they were up front and honest and did not try to hide things from us.

COMMENT

Additional Comment
Aug 27, 2016

I was most satisfied with the end result. They basically took our generic bathroom and turned it into a very nice bathroom. It was exactly what we were looking for.

REVIEW

Dave S.
Hillsboro, OR
Aug 27, 2016



Miller Home Renovations is very professional and prompt.

COMMENT

Additional Comment
Aug 27, 2016

I was satisfied with all areas of my experience.

COMMENT

Additional Comment
Aug 27, 2016

It was nice to know someone who could do professional work without messing something up.

REVIEW

Don O.
Bend, OR
Aug 27, 2016



Great people to work with. Did a wonderful job and looks fantastic!!

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