# customer feedback report for Multi Serve, Inc.

### REVIEW

Sandra J. Lowell, MI Jan 01, 2019

#### REVIEW

Franklin B. Grand Rapids, MI Jun 16, 2018

## REVIEW

L.R.L. Hudsonville, MI Feb 06, 2018

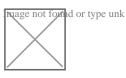
### REVIEW

Donald M. Hersey, MI Oct 16, 2017 I found them to be a very reputable company. The employees were extremely polite, knowledgeable and professional. They did a great job in my house and were very respectful to my needs during a difficult restoration as some of the damage they were repairing was in my office and I work at home. They did their best to get my office taken care of as quickly as possible so as not to interfere with my work day.

I just told everyone how wonderful you were. I gave you all a 5 star rating and hope you all get a raise.

When there is a water leak it is definitely a crisis situation. At time like this you need assurance that it can be cleaned up. The Multi Serve workers totally brought assurance and calmness to our house. They fulfilled everything they said they would and soon our house was water free! Multi Serve was a blessing in a time of need, we give them a 10 plus rating and we highly recommend Multi Serve!

The young lady in charge (Britney Smith) did a great job considering the circumstances



929 Alpine Commerce Park NW Grand Rapids , MI 49544 (616) 451-9112 www.multiserve.us

## **GUILDMEMBER SINCE 2015**

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

We have surveyed customers on behalf of Multi Serve, Inc. in Grand Rapids, MI; Holland, MI; Midland, MI; Muskegon, MI; Hudsonville, MI; Zeeland, MI; Caledonia, MI; Alma, MI; Howard City, MI; Jenison, MI; and 58 other cities in Michigan, Illinois, Wisconsin, California and Ohio.

Visit www.guildquality.com to learn more about the customer feedback in this report. Visit www.multiserve.us for more about Multi Serve, Inc..



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#### REVIEW

REVIEW

Erica G.

Alma, MI

REVIEW

Laurie P.

REVIEW

Ada, MI May 06, 2016

Steven M.

Jenison, MI

Jun 12, 2017

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Jul 10, 2017

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Rhonda S. Grand Rapids, MI Jul 19, 2017 Not impressed but in a pinch I would probably use them again if there was no one else.

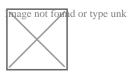
#### Comment from Multi Serve, Inc.

We are responsive to feedback and welcome further information about your experience so that we may improve. Our minimum of twice weekly updates offered a direct route for communication during your project. These concerns were not communicated to us while we were working with your designated representative to dry your home successfully. Please contact us, thank you.

Brittany and Dave were great to work with and very helpful throughout the entire process.

Multi Serve was wonderful. They came in, took over, I had no stress because of everything they did. I was so pleased with them. If I ever have another flood, I would call them again.

I was very satisfied with their help during a very challenging season.



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