

CUSTOMER FEEDBACK REPORT *for*  
**Teasdale Fenton Carpet Cleaning & Restoration**

12145 Centron Place  
Cincinnati, OH 45246  
(513) 797-0900

## Customer Feedback Summary

Of 82 customers surveyed, 20 responded

Employees Professionalism  75%

### **GUILDMEMBER SINCE 2017**

As a GuildQuality Guildmember, Teasdale Fenton Carpet Cleaning & Restoration relies on our customer surveying to help them deliver an exceptional customer experience.

## Recent Reviews & Published Comments

REVIEW

Carl F.  
WILMINGTON, OH  
May 20, 2019



Bobby was excellent. Anything I needed, he took care of it.

REVIEW

Diana A.  
Springfield, OH  
Jan 23, 2019



The work is done very nicely & you can trust the workers in your home

REVIEW

Christiane L.  
Florence, KY  
Jan 10, 2019



The remediation for my water damage was fine, but because I did not want them to do the major part of the restoration, I was told to get a handy man to do the other part of the restoration. The restoration for the damage to my lower level was not as bad as Teasdale Fenton figured. The monetary amount was way off from what the insurance adjuster figured. When I made them aware of it, they did not want to have anything to do with it. Bad customer service in my book!!!

We have surveyed customers on behalf of Teasdale Fenton Carpet Cleaning & Restoration in Cincinnati, OH; Dayton, OH; Springfield, OH; West Chester, OH; Trotwood, OH; Peebles, OH; Hamilton, OH; Troy, OH; Mason, OH; Mount Orab, OH; and 33 other cities in Ohio, Kentucky, Indiana and Utah.

In this report, Teasdale Fenton Carpet Cleaning & Restoration has published a summary of the customer feedback they've received since they joined GuildQuality in December 2017. In that time, 20 out of 82 customers (24%) responded to a GuildQuality satisfaction survey, with the most recent response in July 2019.

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REVIEW

Pamela N.  
Yellow Spgs, OH  
Jan 10, 2019



Arrived late and left early every day, so they were only able to work a few hours each day. And they complained constantly about the drive to my house, which got pretty old. The workers also failed to cover anything up before they began, so dust was everywhere. They left tools, screws, wood scraps all over the place, including exposed nails in wood that had been removed. It was a mess even after they finished, until I insisted they return to clean up. The final result is quality work, but I would not say it was worth the experience.

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