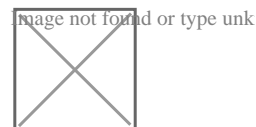


CUSTOMER FEEDBACK REPORT *for*  
**Patio Pools & Spas**



## Customer Feedback Summary

*Of 29 customers surveyed, 25 responded*

7960 E 22nd St  
Tucson , AZ 85710  
(520) 886-1211  
patiopoolsaz.com

### GUILDMEMBER SINCE 2014

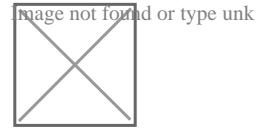
As a GuildQuality Guildmember, Patio Pools & Spas relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Patio Pools & Spas in Tucson, AZ; Green Valley, AZ; Marana, AZ; Sahuarita, AZ; New York, NY; Hereford, AZ; Hammond, WI; and Vail, AZ.



## Recent Reviews & Published Comments

- COMMENT  
Additional Comment  
Apr 25, 2014  
Mark,Chris, and all the girls in the service dept on the phones.
- COMMENT  
Additional Comment  
Apr 25, 2014  
Mark has been a great help on a lot of different issues, some of which were not his responsibility. Recently Chris was a big help as well.
- COMMENT  
Additional Comment  
Apr 20, 2014  
Yes, the weekly pool maintainer Sandy. Our impression is that she's tops in the profession.
- COMMENT  
Additional Comment  
Apr 20, 2014  
Just about everything, but in particular, the weekly pool maintenance person is truly exceptional.



# CUSTOMER FEEDBACK REPORT *for* Patio Pools & Spas

COMMENT  
Additional Comment  
Apr 20, 2014

I've already told prospective clients that they should get in touch with you.

REVIEW  
Charles C.  
Tucson, AZ  
Apr 20, 2014  
★★★★★

Patio Pools built us an outstanding swimming pool with all the characteristics we wanted, and we've been using it for 10 years. They also have been caring for the pool in recent years with a weekly maintenance person, who consistently does an outstanding job.

COMMENT  
Additional Comment  
Apr 17, 2014

The information provided was good, there was no pressure to buy anything we did not want. Everyone involved was responsive and the work was completed in a timely manner.

REVIEW  
Bevila D.  
Tucson, AZ  
Apr 17, 2014  
★★★★★

The designer was informative. The project manager and the designer promptly responded to our concerns. The owners, Gene and Nicole Ragel also promptly responded to any questions we asked. Gene has a wealth of information that was valuable to us. The work was completed efficiently and in a timely manner barring unforeseen circumstances. The work area was kept clean at all times. We have a tight entry way and the truck drivers maneuvered their way into the yard without destroying anything.

COMMENT  
Additional Comment  
Apr 15, 2014

Quality of material and workmanship

COMMENT  
Additional Comment  
Apr 10, 2014

Cathy was really good. The two guys who filled up our hot tub with water were really good.

COMMENT  
Additional Comment  
Apr 10, 2014

The customer service. They seem like they are very professional.

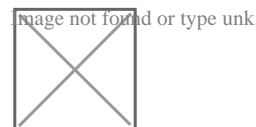
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CUSTOMER FEEDBACK REPORT *for*  
**Patio Pools & Spas**



REVIEW

Martin T.  
Hereford, AZ  
Apr 10, 2014



We had a great sales experience. The spa came as promised and the set-up went better than expected. They explained how to use all of the products very efficiently. The whole process was done professionally and we would recommend them to anyone seeking a spa.

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COMMENT

Additional Comment  
Apr 09, 2014

In no areas did they fall short of my expectations.

COMMENT

Additional Comment  
Apr 09, 2014

I was most satisfied with their timeliness.

COMMENT

Additional Comment  
Apr 08, 2014

I would like to recognize Craig on the installation team, who was very agreeable and diligent about attempting to resolve my technology issues. Also, I would like to recognize the woman who manages the installation and service calls. She was very responsive and diligent in getting the installation crew to respond to any issues that I had as necessary.

COMMENT

Additional Comment  
Apr 08, 2014

I was most satisfied with the end product. I have already gotten a lot of enjoyment out of my spa.

COMMENT

Additional Comment  
Apr 08, 2014

I am absolutely satisfied with the quality of materials used.

COMMENT

Additional Comment  
Apr 08, 2014

I would like to recognize the project manager, Steve. He was very helpful.

COMMENT

Additional Comment  
Apr 08, 2014

I was most satisfied with their timeliness. They would call and let me know when they were coming.



# CUSTOMER FEEDBACK REPORT *for* Patio Pools & Spas

REVIEW

David V.  
Tucson, AZ  
Apr 08, 2014



At the start of the project with Patio Pools & Spas Jet Larson, our designer, was kind and showed us the designs that they offered. He showed us different textures for the pool and explained everything and how things worked. He was courteous and answered any questions that I had. The project manager, Steve, was really good. He advised me of things that they could do. He also explained how the digging, water lines, and electrical lines would be. He asked how I would like things so that it would be more comfortable for me. I asked that they would close the gate so that no one will come in and get hurt and they made sure to keep it closed from then on. After the project was done Steve was very helpful on telling us how to figure out how to work the pump. Overall, I am very pleased with their work.

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REVIEW

Dr C.  
Tucson, AZ  
Apr 08, 2014



I think that Patio Pools & Spas is an outstanding company. They perform to a high quality standard and they use top materials. They have a very good design aesthetic and they get the work done on time. The product that they build is a very reliable product.

COMMENT

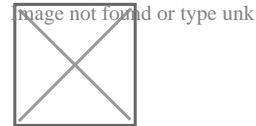
Additional Comment  
Apr 08, 2014

For his exceptional service, I would like to recognize Russ Holmes.

COMMENT

Additional Comment  
Apr 08, 2014

I was most satisfied with the sales department. They told me what was going to happen and what they told me did happen. I am also very satisfied with the quality of the pool. It is just great. It would be hard to get a better pool.



CUSTOMER FEEDBACK REPORT *for*  
**Patio Pools & Spas**

REVIEW

Bettie S.  
Tucson, AZ  
Apr 07, 2014  
★★★★★

This was a big project. I appreciated their professionalism in helping me to accomplish the look & feel I wanted for my backyard space. They were helpful in making decisions & moved the project along to complete it as planned.

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REVIEW

Joe S.  
Tucson, AZ  
Apr 07, 2014  
★★★★★

They carry only the best brands and give great support from installation to ongoing service. I get a free analysis every month to keep my pool and spa in top condition. Chemicals and equipment are always available.

**GUILDMEMBER SINCE 2014**

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COMMENT

Additional Comment  
Apr 07, 2014

They were on time, stuck to the cost they said, and the pool is really beautiful.

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COMMENT

Additional Comment  
Apr 07, 2014

Thanks for our beautiful pool.

COMMENT

Additional Comment  
Apr 07, 2014

Absolutely no falling short on any expectations. Your communication is great.

COMMENT

Additional Comment  
Apr 07, 2014

The communication is superb..., the appointment time(s) are always met in the time frame that you indicate to us.

REVIEW

Mike S.  
Green Valley, AZ  
Apr 07, 2014  
★★★★★

Our pool is beautiful because every one in your company did exactly what they said they would do. That, along with your customer service makes it easy to see why one of our friends recommended Patio Pools to us.