

CUSTOMER FEEDBACK REPORT *for*
ServPro of Park Cities/N. Garland

2920 National Court Suite
B
Garland , TX 75041
(972) 864-1166

REVIEW

Vera M.
Dallas, TX
Sep 11, 2017
★★★★★

I was very stressed out at the time. They did everything they could to calm me down. They reassured me that everything was going to be alright and it was. They lived up to everything they said that they would do.

GUILDMEMBER SINCE 2015

As a GuildQuality Guildmember, ServPro of Park Cities/N. Garland relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of ServPro of Park Cities/N. Garland in Dallas, TX; Plano, TX; Allen, TX; Carrollton, TX; Garland, TX; Mesquite, TX; Irving, TX; Mckinney, TX; Heath, TX; Arlington, TX; and 11 other cities in Texas.

REVIEW

Nigel S.
Mckinney, TX
Oct 06, 2016
★★★★★

The ServPro emergency team did any excellent job the first 5 days. But it all went downhill when the regular department took over afterwards. It would take days for the supervisor to return calls. They would show up in the afternoon when we had scheduled morning appointments, so we ended up taking the whole day off work. The lack of communication was unacceptable and it was disappointing that it ended up taking a month to replace our carpet instead of the 10 day period they told us it would take.

REVIEW

Kenneth E.
Dallas, TX
May 10, 2016
★★★★★

They ripped out wood from my floor and left it uncovered that is a hazard they also ripped the base of my cabinets and that was never in my estimate and everyone has brain issues no one knows

REVIEW

Edward E.
Dallas, TX
Feb 07, 2016
★★★★★

Greast fast response. Even on a Sunday when I needed them most. They came and dried my home and were very professional

REVIEW

Kenith D.
Garland, TX
Jan 15, 2016
★★★★★

I would not let the ServPro of Park Cities/N. Garland franchise back in my house under any circumstances.

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REVIEW

Hitesh S.
Allen, TX
Nov 20, 2015



ServPro did a wonderful job. They were courteous and helpful. ServPro answered our questions and addressed our problems.

GUILDMEMBER SINCE 2015

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REVIEW

Chad L.
Dallas, TX
May 15, 2015



Shanon the supervisor went above and beyond what he needed to do to complete this job and make things right.

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