



# CUSTOMER FEEDBACK REPORT *for* Downes Swimming Pool Company

REVIEW

Howard C.  
Highland Park, IL  
Oct 28, 2015



The owners Mike Downes, and his father do an exceptional work. The team that serviced my pool did an exceptional job as well.

REVIEW

Larry G.  
Glencoe, IL  
Oct 19, 2015



They're always there when you need them, which is really the most important thing when you are a pool owner; because things do go wrong. So you need to be with a company that will be there when you need them, and Downes does that.

REVIEW

Robert W.  
Glencoe, IL  
Oct 04, 2015



They were amazing! We had a very hard time working with the village, and I never once had to go to the village myself. They handled everything for me, and really went to bat for us. The pool is gorgeous and we are very happy!

REVIEW

Mark W.  
Hinsdale, IL  
Sep 30, 2015



Top quality company. Highly recommend.

725 W. University Dr  
Arlington Heights , IL  
60004  
(847) 398-7665  
www.downespool.com

**GUILDMEMBER SINCE 2015**

As a GuildQuality Guildmember, Downes Swimming Pool Company relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Downes Swimming Pool Company in Highland Park, IL; Lake Forest, IL; Glencoe, IL; Winnetka, IL; Arlington Heights, IL; Glenview, IL; Long Grove, IL; Libertyville, IL; Northfield, IL; Winnetka, IL; and 17 other cities in Illinois and Indiana.



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REVIEW

John S.  
Arlington Heights, IL  
Sep 30, 2015



We have been extremely pleased with Downes Swimming Pool Company and the service they have provided us for the past eight years. We have found everyone throughout their entire company to be very professional, courteous and accommodating in every respect. From the initial design and construction of our swimming pool through their weekly service, we have found everyone of their office staff and their on-site service personnel to be very knowledgeable and professional. We are extremely pleased with the services Downes Swimming Pool Company has provided and we would highly recommend them to anyone who intends to build a swimming pool or requires service for their existing swimming pool.  
John and Carolyn Sigalos

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REVIEW

Burt S.  
Long Grove, IL  
Sep 30, 2015



I have been with Downes Pool Company for fifteen years now since they built my pool. They are always there when I need them no matter what the request is. I wish other service people were half as good as them. I highly recommend them for building and maintaining a pool.

REVIEW

Michael R.  
St. Charles, IL  
Sep 30, 2015



Great work-absolutely love the final product

REVIEW

Roger H.  
Winnetka, IL  
Sep 30, 2015



We're now on our second pool with Downes - they are very responsive, and do a great job. If they could only make Chicago summers longer !