

Customer Responses

<i>Customer Name</i>	<i>Comment</i>
Joan Taloff	Jeff was most interested in helping me understand each item that needed attention and what I should do each month.
Kay Grady	I appreciate the promptness & quality of service your serviceman displayed.
Margaret McNamee	The service technician was helpful with questions I had about the humidifier.
Dennis Teffner	As always, great service, prompt and friendly.
Don Murray	Workmen were very knowledgeable and efficient in completing the job.
William Langham	Very knowledgeable and courteous.
Elaine Teachout	They did a good job and explained to me the questions I had.
David Cavaleri	On-time, pleasant, focused on the work. No wasted time, quality of work exceeded expectations. Great service call
Margaret Moses	Your serviceman (Jeff) was outstanding in his expertise and commitment to solving the problem.

Dan Bagby	They explained what they were going to do, gave me several options and were extremely friendly and courteous.
Tom Tish	Very professional very courteous and very efficient! Thank you.
Vickie McEnroe	I appreciated the prompt & efficient response to my plumbing need! Also as an educator, I was impressed w/the extremely neat handwriting of the serviceman.
Curtis Curtis	Very cordial & pleasant. We greatly appreciate that he could come in short order.
Karl Woody	The service man was very friendly and greeted me with a smile. His work was excellent. Thank you for your help. I am disabled and he made every effort to fix the shower to suit my needs.
Gary Marstaller	You were the only one that was able to come on time and got the job. Will use Besels' from now on. Bret was awesome!
Jeff Hoing	John was wonderful & went above and beyond by answering questions about our fireplace - very friendly and personable! Send him back next time.
Stephen Harris	John provided my options and let me decide. John & Randy helped me get warranty coverage from Goodman. Thanks!
Ken Riggins	John was great very knowledgeable, explained what he was doing and what my options were.
Don Whitecotton	Great knowledgeable tech, answered questions and provided solutions.

George Lada	Very friendly. Found problem very fast. Thank you!
Harriet Baghal	Pleasant, helpful. Finished faster than I expected.
Ted Darling	Very efficient. Took all trash from installation - most companies do not do that! Thank you!
George Allin	No matter what the repair, your technicians always do a great job.
Ralph Beckwith	Repair man competent, courteous and professional. We have never had any problems from their work. A bit pricey.
Scott Solon	Jeff did all the work we requested and was very professional. We always choose Besel's because of the employees who work for you never been disappointed.
Kyung Hee Sigle	On scale 1-10 we rate Besel's 12.
Barbara Hart	Great job, would recommended to anyone.
Sherry Dodson	Scott knows his job well, is technically very competent and was most courteous. He's a good listener & easy to talk with.
Mason Hollmes	Thank you to Scott for taking time to explain the work he did and answered my questions. He is a very professional worker.

Jeff Halling	Didn't have to wait weeks or even days. Installed just before 100 temps. Thanks
Ellen Bogdan	It was the day before Thanksgiving and my disposal backed up. Randy sent Scott out quickly. Thank you
Vicki Johnson	Thank you for sending qualified, workmen. Doing this lets me know that you do care as a business. Great Service
Christi Allin	We appreciate the Performance Plus Service Agreement.
Charles Sturgis	We have had servicing from Besels for years and have always been well pleased.
Clyde Graeber	You could not have a more friendly & knowledgeable workman.
Leavenworth Assis. Cen	Very courteous and explained what caused the problem in great detail.
Don List	Very good job! Neat & Clean
Christopher Gable	Service done same day I phoned.
Dwanna Martinez	Very professional & courteous - did more than required.

Jim Bliss Jeff's concern at not finding a cause and follow up the next day is very thoughtful and demonstrates quality.

Al Davis Repairman was very knowledgeable and provided a lot of information about my furnace and what was wrong with it. He did a terrific job!

Annetta Brenner I appreciate having someone coming out on a cold Sunday morning to get my furnace repaired and the heat back on.

Frank Burwell Thanks for the prompt response on Sunday morning.

Len Burney Quick, courteous and clean!

Jose Lizardi He gave us excellent professional work and answered all our questions.

Jerry Bradley They did great work and were friendly and polite!

Candy Dials Serviceman was very helpful in trying to come up with solutions to my freezing outdoor pipes

Pat Challans Very happy with the quality of Brets' work. He was very informative which is helpful to me.

Roger Spiller I called Besels at 10:20pm on Friday night. Your service rep (Jeff) had the problem fixed and was gone by 11:00pm!! Excellent service!

Daniel Jarvis	Did everything possible to fix the problem.
Tom Mink	Very good work and explained the problem.
Ann Healy	Scott was exceptional! Took the time to discuss new heat/ac options with me - very informative, not pushy.
Richard Barbuto	WOW, Alan & Dennis did an outstanding job & took care of little details. Quality representatives for your company.
Richard Cecil	Very professional, polite and knowledgeable. Explained very clearly the work he was doing.
Phil Comstock	Punctual, courteous and considerate. Very satisfied with his work.
Rose Mary Holmes	Appreciated the professional work that was done.
Karen Overbey	Thank you for your timely repair! I was expecting a house full of guests and was very stressed! I appreciate your quick response!
Harley Russell	All personnel always prompt, courteous and customer oriented - very pleased, great people!
Dorothy Medill	Both Steve and Bret were very friendly & courteous. I am very pleased with their work and trust them completely in my home.

Amy Calhoun The workman was very kind and friendly. I was pleased to discover that your company also does home improvement services! I will call whenever needed.

Michael Collins Explained what he did & if we have problems. Courteous even w/the barking dog.

William Weafer Scott did an exceptional job of cleaning the grills outside. The acid based spray worked wonders - AC looks like new.

Mark Nicholson The service technician was very courteous and took the time to talk to me about your other services.

Rick Crews Alan is a very courteous - very through with his service.

Richard Rennie Jeff and Brett were the individuals who performed the service work. They were outstanding and got our unit up and operating in an expedient manner. Jeff has been here before and as usual, he was professional and thorough we appreciate your service.

James Schmidt The serviceman was very knowledgeable, friendly and efficient.

Clyde Graeber Showed up ahead of time, friendly, neat, very courteous - work couldn't have been done better.

Fred Polk Steve knows what he's doing - I appreciate the quality service.

Elaine Teachout I appreciate the quick response to my furnace not working. Scott was very informative of what was needed.

Claude Watkins The reason I call Besel's is their people are very friendly and do excellent work, and will be here when you need them.

Elizabeth Bennett Scott was great, answered all my questions. Super job!

Randy Ponder Scott was very courteous. Explained to me about how the old vent systems work in old 70+ year old homes -- great info for us. Plus helpful with info on how to regulate the vents for good A/C and heat.

Chuck Sturgis We have always been happy with Besel's work & we get prompt, good and courteous services. Thank you!!

Glen Boney Thanks for the quick response and the quality of work. Very courteous!

Ross Wells Bret was friendly and professional! He picked up the news paper and brought it to the door when he arrived. He got the problem fixed fast.

Thomas Dawson We have been a customer of Besel's since 1967.

Stuart Caswell Scott was very courteous and knowledgeable. Works very fast and did "great" job.

Rod Turner Scott was polite and professional. He fixed the problem and explained to me what he did and why. Thanks!