

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Mike came the same day I called him. He fixed my dishwasher and explained the problem and how I could prevent it from happening again. Mike is a smart and polite man. I will call him again

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Brandon was on time, professional, courteous and went above and beyond to make our oven installation happen. I felt bad he didn't have an extra pair of hands with such a heavy load ! Would definitely recommend the service. Although it will require a second visit for the stovetop install, I think this was the fault if the salesperson's lack of knowledge. Thanks for a great job - give this man a raise!

10-27-2014 GJ: Mr. Neece was VERY happy with Sneed's prompt and thorough performance. He was especially impressed that they were willing to come out on a Saturday and to find parts needed and still complete the work the same day. He felt the price for the work was fair and he will definitely use their services again.

Service person was professional, competent, efficient & personable. Overall, a very positive experience

Brandon was great

Every one that came to my home was very pleasant and explained everything in detail.

Kind and courteous

09-25-2014 GJ: BG was very happy with the work completed. The installation went very well and was done quickly. The price of the job was fair. If needed, she would use Sneed Appliances again.

He was wonderful and was quick to find the problem

Thoroughness, Customer Service, Quality

“very professional i will use again”

Customer Service, Quality, Thoroughness, Other

“This was our first experience with Sneed and we are very impressed.”

09-16-2014 GJ: While the work is still going on (there's a part needed to complete the job) the Cranstons are very happy with the service they have so far received. The workers have been very polite and knowledgeable and the Cranstons are looking forward to having their work done by them.

Quality, Customer Service

“Thanks for your quick response. .”

08-28-2014 GJ: Happy with the work completed. Workers were friendly and very knowledgeable. Price was fair and she would definitely use again.

08/14/2014 GJ: Sneed did what they could but determined that the problem wasn't with the dryer but with the venting system. Sneed recommended another contractor to complete work which they are in the process of doing. Ms. Leach was very pleased with Sneed's honesty and would recommend them to others as well as utilize their services again.

08-06-2014 JA, called back to state that Sneed Appliances were great. She would use their services again.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Very happy....thank you!!!

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: wonderfully professional; knew what to do, did it, checked book for bill and charged that and no more. Work completed to my satisfaction in under and hour.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: I really enjoyed meeting Mike.

1-8-2014 JM: per LS, "unfortunately, I had to pay the \$85 even though it was a little thing to fix -- apparently there is a sort of knob so you can adjust burners from small to large and he found it after a while. Appt went fine."

12-31-2013 JM: per HH, Sneed was very good. He discovered that our problem was minor and fixed it quickly at a reasonable price. If I have another appliance-related problem I would be happy to use him again.
The only thing I didn't like so much was that whenever I tried to call I got a recorded message instead of a person, and their call to remind me of the appointment was the same type. Maybe I'm just old fashioned, but I prefer talking to a real person.

11-18-2013 per AO, Sneed Appliance did a great job. The oven is working correctly now.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Very professional installation. Thank you.

11/07/2013 JM: Per SH, came out yesterday (even early) -- he had figured out on 1st visit what problem probably was so on this 2nd visit, able to fix water line issue. SH said everything worked out great and that he was terrific. Very happy.

10/31/2013: Sheinita said everything went really well -- they came early and fixed plug from back of frig. Would certainly work with them again

Per Sharon, Michael was extremely helpful. He went out of his way to get the replacement icemaker. Originally, had to order it, but he decided to drive to the parts warehouse to get one. Icemaker is working fine now. 10-11-2013

Brenda gave the following feedback:

Also, we had Sneed Appliance complete our dryer repairs and my husband was pleased with their work. They gave us a coupon to use on the cleaning of the dryer duct work and they replaced the heating element. All was working well when he left. John, my husband, said the repair tech was very polite, arrived on time. We would use them again for sure sent via email 09-18-2013

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Good
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Michael did a wonderful job installing the new range. We are very satisfied with everything.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: What a wonderful and easy experience. The technician was so very pleasant and efficient. I would highly recommend Sneed and will keep them in mind in the future!

Per HA, Service was very good and he would recommend Brandon. He helped clean dry vent. Discovered that dryer vent configuration is part of the problem. He did an excellent job. Cleaned vent. Now need HVAC company to reconfigure ductwork. 07-17-2013

Per Philip, the dishwasher was fixed perfectly and was fixed right away. There was a defect in original installation by someone else. 07-05-2013

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: THIS is the way customer service should be performed. Thank you!

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Technician was very prompt and he fixed the problem very well.Thank you.

Sneed was great 06-05-2013

Thank you for the service call today. The gentlemen Micheal did a wonderful job. Thank you again

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: The service was excellent, the technician was very knowledgeable. I highly recommend your company.

Per Henry, Sneed Appliance service did a great job. Put handle on and left. He is pleased with service. 04-16-2013

I just wanted you to know what excellent service that Brandon has given me the last three times he has come out to my house. He quickly diagnosed the problem, and was very polite and considerate when making the repairs.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Technician was prompt and courteous. From the initial diagnosis to the ordering of parts and completion of work, everything was smooth and done quickly without a hitch.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: -

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Technician never told me his name, but he was very friendly and did an excellent job!

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: -

Per Pam, Sneed's price was reasonable. He was able to fix the part rather than have to replace it. 12-20-12

Per Donna, Sneed got their early which was good, got it done, she is all set. He even shared with her how to change the bulbs, she just did not feel like dragging out the 8 ft. ladder. 12-20-2012

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: I loved the personal touch that this company affords an individual. That is hard to find today!!

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Good
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Brandon was wonderful! He was very knowledgeable, good rapport, cleaned up after service, excellent in every way! He deserves a bonus or extra compensation for his professionalism, knowledge, and skills!!! Hope Pete

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Keep doing what you are doing!! HIGHLY RECOMMEND!!!

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: The technician Mike was very prompt and very efficient.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Michael was superb, very professional, skilled, efficient, and a gentleman. Enjoyed the experience. Thanks, Ken Webster

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Very pleased with entire experience.

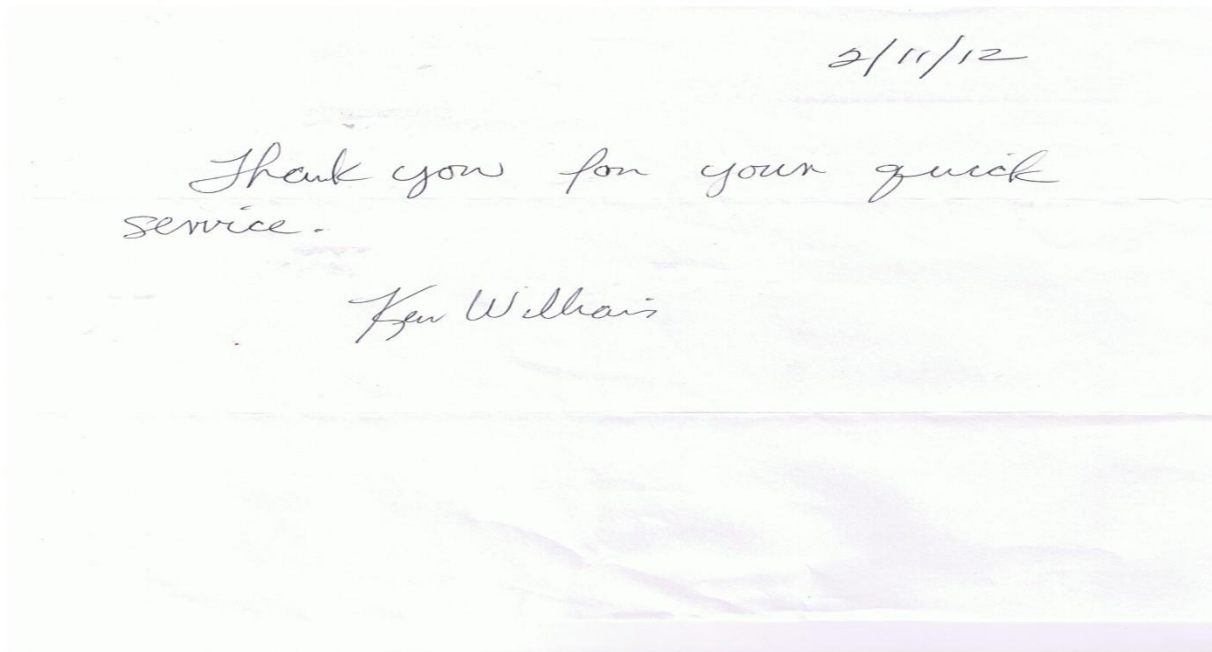
was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: The technician did great.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: -

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: i think your company is very professional and reliable. my only suggestion would be to use a more authoritative, male voice when calling to remind us about an appointment



was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: We appreciate the high quality and professionalism. Service was thorough and quick.

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: The gentleman that came to install our dishwasher on February 21st was wonderful. He was very professional and I like that he took the time to put covers on his shoes before entering our home. Thank you so much for the great service!

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: I am very pleased with the service I received yesterday. I would highly recommend your service and intend to use this service again.

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: Called,was prompt,found problem quickly, was polite and courteous.

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes


comments: Excecellent service performed thsi morning at 9 AM

Thank you, some very nice reminders! happy New Year 2012!

Dear Mr. Sneed,

My family and I just wanted to thank you for your outstanding service last week when you repaired our washing machine. The problems we encountered with our machine came on the heels of my surgery and we really needed our washing machine to be working. Your prompt and excellent repair service was such a blessing and we appreciate your kindness so very much. If you could please forward your mailing address I would really appreciate it. Many blessings to you and your family for a wonderful New Year.

Thank you again for your great service!



Dear Mr. Sneed,

Thank you again for your prompt, excellent service in repairing our washing machine. I know this in no way covers your cost in repairing our machine, but I hope it will be a blessing to you in some way. Have a wonderful New Year!

Amy + Anthony Beasley *God is my strength and power:
and he maketh my way perfect.*
2 Samuel 22:33

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Professional and knowledgeable service that made me feel very comfortable with diagnosis of the problem and work that was required

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: The technician was very nice and professional. I will call you all again. Thanks1

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: I could not be happier with the service I received from Michael. Sneed Appliance Service is THE BEST!!

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: I was very pleased with the technician's ability to service my product.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Good
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Your tech was very prompt, friendly and knowledgeable.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Couldn't improve...very please!

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Mr. Sneed fixed my dryer quickly and efficiently and at a great price! I was very pleased with his friendly demeanor and the time that it took to complete my repair. I would recommend that anyone who needs their appliance repaired to call Mr. Sneed. He will take good care of you. - Angela Clemmons

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: -

Regional Coordinator Notes:

Michael, like we talked earlier in the month, you delivered !!!! Thanks for everything...

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: Michael was excellent. Wouldn't change a thing.

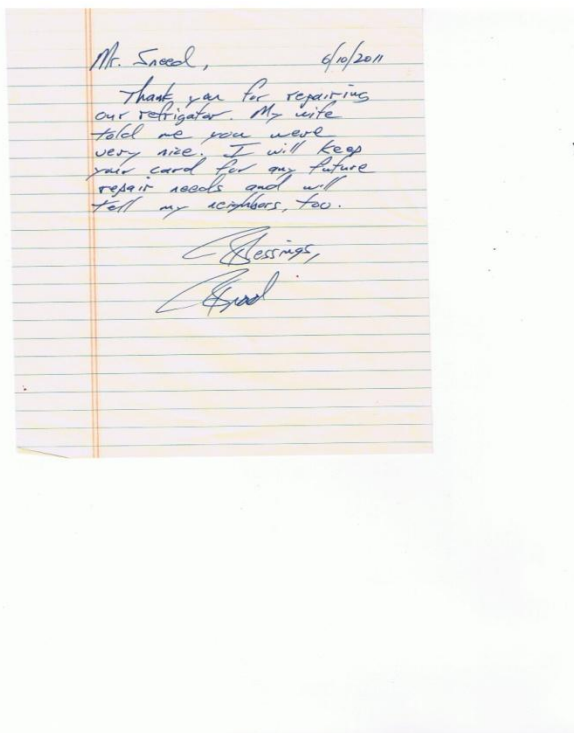
was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: Sneed Electrical and Appliance is great. They have fixed both my dishwasher and dryer, and they are extremely professional. I would highly recommend them to anyone.



was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: You were selected by American Home Shield for warranty service on my trash compactor. Michael, the technician, was outstanding. His professionalism matched with his personal kindness made a positive impression on me. I also appreciated the online appointment system and the subsequent appt. reminders.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Great service. Technician knew the model and how to fix.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

Regional Coordinator Notes:

Michael, as always one of my top APPL providers in NC. Excellent work this month, no complaints, 1 compliment, good pricing and excellent use of the portal. Keep the good work !!!!!

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

Good evening,

I wanted to take a moment to let you know about the outstanding service I received from Mike this afternoon. He was extremely helpful and answered all of my questions without hesitation. He also suggested and fully cleared our completely plugged vent pipe. Thanks to his level of service, I will be scheduling a yearly cleaning and all future service calls from Sneed.

Thank you again,

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: The technician was great!

Michael:

Just to let you know that we received a call from the customer of the abovementioned claim letting us know how easy it is to deal with you guys, from appointments to knowledge, the h/o is very happy with the work and all the claim process. Good Work !!!!!!!!!!!!!!! Keep it going and thanks for being part of our network ...

Thanks;

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: -

was_your_service_performed_in_a_timely_manner: No
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Technician was a really nice guy and very quick.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: he showed up at the time I requested and called 1/2 hr before the appt. My icemaker wasn't working. He removed some plastic that was keeping it from working. He had to come back the next day because I still wasn't getting any ice. It turned out there was a problem with the water line. He spent 1 hr finding that out, but didn't charge me for his time & was very pleasant when he found out it was a plumbing problem.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Michael was very pleasant and kind, the only advise I have is to keep up the good work.

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: Rapid response, on-time, had the part, courteous and professional, appreciate the shoe covers on the carpet, Mike was great! Highly recommended.

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: our tech Micheal came for a service call today. he was very professional and friendly. he fixed the problem and explained the cause of it. would use this service again.

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: I thought Mike was very professional and did a great job. I will be using him for all future needs.

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: Very satisfied. Thanks to Mike

I want to comment on the technician who came out last Friday to install my new microwave. Since October, getting this unit replaced has been one headache after another. But when Michael came out to put in my new one, his politeness and courtesy as well as efficient service was totally refreshing and a pleasant way to wrap up an otherwise unpleasant experience.

I just wanted you to know how much I appreciated his professionalism and kindness.

Blessings to you all,

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Michael fixed our microwave and was great...thanks!

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: -

Michael, I just received a note from our C.S. Department that the abovementioned customer called in and gave us a compliment directed to your company about how organized you guys are with scheduling and keeping in contact with the h/o.

Thanks and keep up the good work !!!!!!!!!!!!!!!!!!!!!!!

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: -

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Michael was very helpful and I hope that he has fixed our problem

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: The technician Michael was early and called beforehand to give me plenty of time to leave work to meet him at my home. He was very professional and polite. He was very knowledgeable and detected the problem and replaced the part very quickly. He is a very good representative for your company as this is the first time I have ever needed to call Sneed for any repairs. Excellent Job!

Great thanks to Michael Sneed who came to fix my stove on Dec 27, 2010. He was very thorough, professional, detailed and showed pride in doing the work and got my stove fixed. In addition he communicated the issues all the way to keep me updated about the problem. I greatly appreciate it and will use your company again and again. The company that had been sent by TotalProcect prior to your company did not even diagnose the problem and I was not satisfied with their service as they did not even take the initiative to fix my stove. Thanks and keep up the great work.

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: I have used Michael before for warranty repairs on our fridge. This time it was our washer and it was out of pocket, we got the same high-quality service as before. Thanks again for the quick service.

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: Great job, Michael was tops.....good guy! Thanks

I was advised to contact Sneed Electric and Appliance Service by my home warranty company. I would like to say that I was pleased with the service from A-Z. The initial call was professional, service was scheduled promptly, the reminder call was polite and welcomed, the tech. arrived before scheduled time and not during the last five minutes of the "window" promised. If that's not enough, Michael was courteous, didn't make a mess and was informative.

THANK YOU

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Good
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: -

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: I would highly recommend Sneed for excellent and professional service.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: You're doing just fine.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: I am 74 yrs old and I have never before had such wonderful service. I love the way you call to let me know parts are ordered &also to alert me to know when the technician will arrive. You were on time, worked fast , even put on shoe cover-ups ...I just can not think of anything else you could improve. Michale was courteous, polite and seemed to know what he was doing and did it fast and well. Thank you for such wonderful service.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent

rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Michael did a great job. He was very efficient and clean. He was also very fast and professional.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Great Job!

was_your_service_performed_in_a_timely_manner: Select
rate_our_overall_quality_of_work: Select
rate_technician_: Select
would_you_use_our_company_again_or_refer_us_to_a_friend: Select
comments: Michael quickly id'd the problem, made repair quickly and efficiently, wss courteous and professional. I would recommend him to other home owners.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Good
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Michael did a good job. The noise that the d/w made was not present after he cleaned food traps

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate_technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Technician Michael was professional, courteous and knowledgeable. Will definitely call on Sneed again. Thanks!

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Select

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: Michael was extremely polite, explained my problem easily in layman's terms and was quick.

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Good

would_you_use_our_company_again_or_refer_us_to_a_friend: Select

comments: micheal did a great job,

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: This is the second time we have used your service. The first time was for our double oven and this time for our washer. Each time, we were serviced by Mike who was prompt, knowledgeable, friendly and efficient. I would reccomend your services in a heartbeat.

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: Michael quickly analyzed the situation and worked promptly to fix it. All was complete and working within an hour.

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: Got your flier a few days ago. Went online about 10am today, Michael was here at 1215pm, cleaned lint, leaves and a birds nest out of my vent, cleaned up his work area, put everything back where it was. what , more could I ask. Thanks for making it easy and pleasant to do business with you.

Don Mertz

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: Michael was very friendly and very understanding when he had to come out to our house not once, but twice (which was my fault!) Becky

Hi Mike,

We just wanted to thank you again for helping us last week with our electrical problem. Your calmness and eagerness to help us was greatly appreciated!

Thanks again, neighbor!

"Gramma Hon and Grampa Bob McKenzie"

Mr. Ince -

Thank you so much
for replacing the
smoke detectors -

Darryl was not
here to meet you,
but look forward
to seeing you in
the future -

June Thamer



was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: -

I would just like to thank you for everything you do to help families in need. I was in touch with the Tarsha Trapp and was informed that the problem with the dryer was taken care of last week and the replacement dryer is working fine. Thank you for responding so quickly. Your contribution is greatly appreciated.

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Friendly service! On time and reliable

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: You rock, Mike. Over the years your work has been top notch. Keep smiling. Robin Massin

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Mike and Brandon were professional, neat and right on time. I was very impressed!

Hi Michael

How did you know?!?!

The newsletter you sent is about the laundry machine doing the zumba - and mine HAS been doing that lately. I will definitely try the suggestions you listed on your newsletter. Thank you for thinking of us.

Hope you are doing well, have a good summer, and again, thank you for sending that!

- Joyce

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Good
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Michael and Brandon were professional, prompt and courteous. We appreciate that

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: I think the service was outstanding, the representative was very honest and professional. I would highly recommend the service to others. Renee Battle

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Michael Sneed got my washing machine up and running in less than an hour. You guys are great!

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Very pleased!!! Thank you for fixing our washing machine!!

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: I like the automated phone calls but I think you should add on there that you can go online to make an appt it took me calling 3 times to get a returned phone call and then i was told to go on-line I would have done that first but didn't know it was an option

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: Michael our technician was EXCELLENT. He called early to confirm our appointment, arrived early and quickly diagnosed and repaired our problem. Even offered tips help rid the awful smell. I was very impressed and appreciated his attention to details and concern for our needs. Highly professional and I will refer to neighbors and friends

was_your_service_performed_in_a_timely_manner: Yes
rate_our_overall_quality_of_work: Excellent
rate__technician_: Excellent
would_you_use_our_company_again_or_refer_us_to_a_friend: Yes
comments: knowledgeable and friendly service staff

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Good

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: keep doing what you are doing - the online capabilities for scheduling are appreciated. Good customer service - with online confirmation and calls to confirm the appointment

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: I appreciate the email and phone reminders & thanks!

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: I appreciated being kept informed about the arrival of the technician.

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: The recorded phone calls could be a bit clearer, but call quality aside, the reminders are very helpful.

was_your_service_performed_in_a_timely_manner: Yes

rate_our_overall_quality_of_work: Excellent

rate__technician_: Excellent

would_you_use_our_company_again_or_refer_us_to_a_friend: Yes

comments: Mr. Sneed is a wonderful guy. I live 15 hours away and my wife told me to call Sneed electrical because of a problem I was having with my washer not spinning. Mr. Sneed walked me through the process of fixing it; on the phone. It saved me a ton of time and money. He's a heck of a technician.