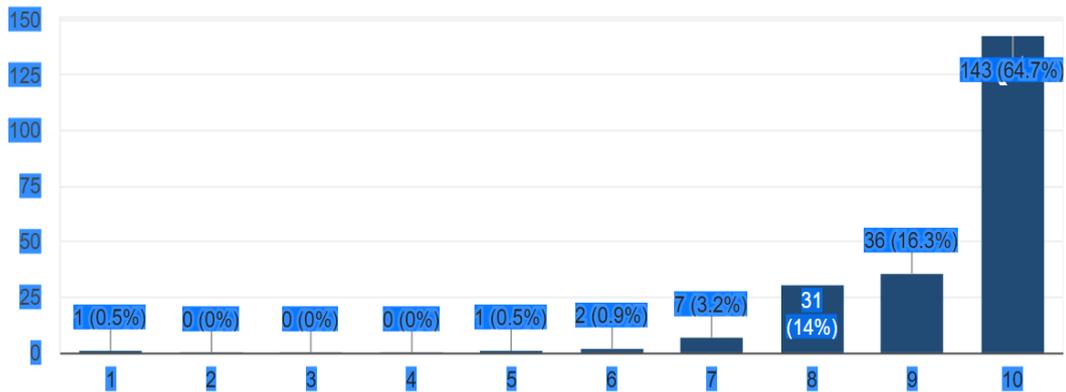


Bluestream Customer Survey Responses

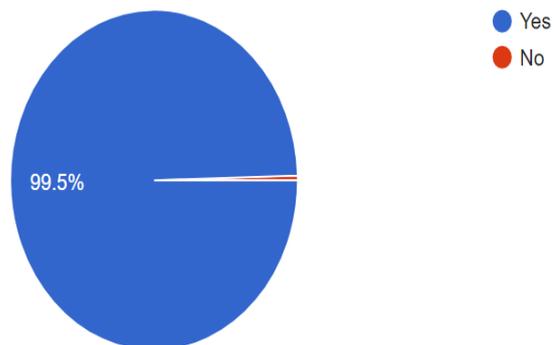
How do you rate our service? (1 extremely dissatisfied and 10 extremely satisfied)

221 responses



Would you recommend us to a friend?

221 responses



Survey Responses

Excellent job, very thorough and professional approach.

Mark was friendly and professional to deal with and we are very happy with your service. Thank you

Great service and great staff.

Too much script

Staff excellent and efficient.

Very professional & efficient service

Very prompt response on a Sunday, Work carried out on Monday, Mark the operator was very helpful and went the extra mile to ensure all drains were cleared. Competitive price & great service. Will use as my future septic tank service company. C. Power.

Very happy with service.

Overall I was very happy with Jim's knowledge and professionalism.

Came early to accommodate my work schedule. Very pleasant staff. Reminder of yearly check up is great

Thank you

the guy who came, an English chap was one of the best workers I ever saw. Great guy. He was so good I didn't even notice other details

very friendly and easy to talk to.

Not a bother and your tanker engineer was very helpful and just got on with the job. Will no doubt be

on to you again, when next need your services..Good to deal with a company that does exactly what it should and a pleasure to do business with. Many thanks and regards to Mark. Ivor D Davies, Ballinvalla, Roundwood.

Mark was very professional and courteous - good representation of the company

Completely happy with service. No problems whatever. Thank you.

Your technician/engineer had a lot of difficulty with the position of our tank and accessing the tank covers. Thankfully he persevered and we are glad that he did. It was a job well done.

Excellent experience using Bluestream - prompt service, very good operator, good price.

Excellent efficient service and lovely staff

We would like to thank Jim And Matt for such a fast response to our inquiry and superb job done on site. They kept in touch the whole time while we waited on the weather to improve so job could be started without excessive damage to the existing garden.

Thanks Guys

Prompt efficient courteous

I recently engaged Jim Phibbs in connection with my septic tank . I found Jim , Cathal and Aidan to be very professional and competent in their dealings . I would have no hesitation in recommending them . T . Walsh . Kilternan .

There was a focus on finding a solution and extra time and effort was put in to do so. Great service.

Engineer who came out to my house was lovely and very helpful. Would recommend service to anyone

I was very happy with the service I received recently.

Very friendly and efficient on-site engineer plus a reasonable price has me one very happy customer!

The driver was friendly and efficient.

The man who came to empty the septic tank was very helpful.

Very efficient service

Very satisfied with your service, thank you.

We are very happy with the service provided by Blue Stream will recommend the Service to our neighbours and friends, first class work from start to finish.

Excellent service. Engineering was very professional and dealt with all questions effectively

I thought the service engineer was excellent and very helpful with advice re the Bioflow septic tank. The response time and administration (being able to pay over the phone) was very efficient.

Extremely satisfied super guy , highly recommend , **VERY HIGHLY RECOMMEND** these guys !!

Mark carried out service with excellent efficiency and explained issues with septic tank. Unfortunately the vehicle used didn't have a water tank and pressure hose which I feel might have helped to better clean and clear the pipework and inspection chambers

Thank you

Very efficient service. Technician was punctual, very professional and did a good job. Thank you.

Mark is fantastic

It was a most efficient and professional service.

Very nice driver, great services.

Engineer was prompt and quick also informative helped me understand how to have a healthy system, price isn't the cheapest but I'd rather pay Bluestream than any of the other services we have used. All around excellent service and very happy.

The driver on the day was very professional and friendly. It was very obvious that he knew exactly what he was doing.

As usual, fast, efficient and no messing.

Great service, prompt, efficient, professional, and at a competitive rate.

Your Technician Mark was very professional and helpful. A credit to your company. Would highly recommend. Thank you

Excellent service. Many Thanks, the guy was extremely courteous and knew his job, Kind Regards Tony Roddy

Really top class... appreciate your prompt service and popping back on Saturday to finish off.... Got us out of a pickle!

I found the service first class and your representative Mark was great, will recommend you to friends. Only put cost down as I had to put in something.

Very good to deal with

I normally get the tank emptied for €200 your service was €300 but I needed it done in an emergency. So happy that you were efficient but the price was excessive. The guy that called, Mark was excellent

A flat rate for domestic tanks doesn't work in favour of those who maintain a "clean" tank. Also a loyalty discount would be a good idea

The maintenance man who came to empty our septic tank was very efficient. He was very courteous and helpful.

There's nothing I'd want you to improve on. (Cost maybe, but I'm sure it's very competitive, didn't look elsewhere). Roisin (office) and Mark (who called out) were both fantastic and a pleasure to deal with. Response was very prompt too. Thank you. Best regards, M. Murphy, Red Lane.

Your staff were extremely friendly and courteous. Response time was very very good. Same day delivery. Hard to get that nowadays. Thank you very much.

very happy with the service mark was very helpful and friendly

Very helpful technician, Mark Skinner. Did a good job and explained what he was doing. Very efficient operator.

I mentioned Admin as the first time I requested a visit the person took my phone number down incorrectly and as a result I had to call a second time

Great service, we will definitely use again.

Good prompt service - thanks

Mark. Very efficient friendly and good at giving advice on what improvements can be done.

Hi Jim Mark contacted me the day before the tank was to be cleaned and we agreed a time for the next day. I was pleasantly surprised when Mark arrived on time the next day as agreed as we have been let down many times in the past by other callouts/deliveries. Mark was very pleasant and professional in his approach and his attention to detail gave me confidence that the job was done right. I was 100% happy with the service and would recommend it to others (please pass on to Mark). With regard to cost, I wonder if it is feasible to introduce a loyalty discount/scheme for repeat customers? Finally I wish you and yours and all at Bluestream a very Merry Christmas and a Happy 2017. Kind regards Denis Burke

Firstly contacted Roisin on the phone who really couldnt of been more friendly and helpful. Then shortly afterwards i spoke to Mark to give him directions to my house. Mark arrived and was extremely polite and friendly, he did a great job explaining each step as he went. I was that impressed with the service i asked Mark to arrange an annual call out for me. I really cant recommend your company or service enough, a new loyal customer, Marcus mc loughlin

I found them unbelievably helpful from office to on site staff very helpful and responsive glad to add them to our approved service providers

The note on above choice re what could be improved is an error (I tried to delete it). I found the service very prompt and professional. Many thanks

Had a guy called Mark who came out and was extremely knowledgeable, knew what he was doing and was able rectify a potentially serious problem caused by previous manufacturers job Many thanks Mark and we are recommending to all houses in the area. We are all moving from Kingspan to Bluestream Seems to be alot of Klargaster Bioclear systems which Mark knew inside out. Best Regards, Keith Downey Knightstown Lusk Co Dublin K45NN50

The on-site engineer was very hard working and very pleasant. He kindly explained the workings of the septic system as he worked. Very good service, many thanks.

We are very happy to have Bluestream install our Septic Tank, and will have it emptied by them when required.

I asked some of my neighbours if they wanted their tank cleaned and they all felt it was expensive.

I found service to be very good and the site technician to be very professional. Highly recommended

very pleased - fast response office. Then Mark? Skinner did a super job; he filled in on lots of important

information about the waste treatment system. His recommendation for Biocycle pump repair also worked out very well.

Came on time. Completely professional and courteous. Will definitely use them again.

Very happy with works carried out

Bluestream met all our expectations

Had to put Quality of product as could think of nothing else, didn't really want to put that

very efficient admin and excellent technician, mark.

Very good service

Great job, very satisfied.

Very good service.

Great company, gave good advice and a great service

Excellent service

I was very happy with every aspect Of The service provided. I have recommend you to a friend and will continue to do so

Happy enough

very happy with the service provided

Found the company excellent every time I have used the service. All staff at base and on site have been very helpful.

The two people that I dealt (Mark and Roisin) with were very open, friendly, courteous and professional and I believe a very careful and thorough job was done.

Have to say mark the engineer who serviced my tank is an absolute gem, and a huge asset to your company.

Regards Claudine Cahill

We have used other companies before to look at the issue with our septic tank. Mark was very thorough and has hopefully solved the problem.

Mark who emptied our septic tank was extremely helpful, knowledgeable and a pleasure to deal with.

Thanks!

I would like to be contacted re upgrade of system

No comments and no criticisms.

Extremely satisfied with the service. Very prompt, job done efficiently and very effective. No time wasted in and out. Very informative to me of what was being done. Great service.

Roisin was very efficient in organising the service as well as putting us in contact with your engineer. Mark was very professional and friendly in carrying out the emptying of the septic tank.

Very satisfied with the service and response time.

Person who called to carry out work was very helpful.

Good quality, timely, and professional service.

Very fast and friendly service. Thank you!

What I would say is that your engineer Mark, conducted a service for me probably two weeks ago now, all I can say is that Mark 1 Was exceptional at what he did 2. The Quality of service he provided was incredible to say the least. In essence an individual who

values what customers think and delivers in what he says, "a breath of fresh air from service perspective"

Mark was excellent. Thank you

A no issue service and quick response when called.

Shite tank was full Shite tank now empty Thanks very much

no complaints. same price as my previous call-out.
thanks

Really very happy with everything - Cathal installing the system was terrific and very professional. Roisìn in the office was lovely to speak to and the project manager very responsive to queries. Thanks to all of Bluestream. Will definitely recommend