

expectations and requirements. We would like

We trust that you were happy with the service and a few moments to fill out our customer survey & return in the enclosed envelope.

For each item identified below, circle the number that best describes your satisfaction level.

1=Excellent 2=Very Good 3=Good 4=Fair 5=Poor

| | | | | | | |
|--|---------------------------------------|-----|---|---|----|---|
| 1. Initial telephone contact and response | | 5 | 4 | 3 | 2 | 1 |
| 2. Promptness & professionalism of estimate received. | 1 | 2 | 3 | 4 | 5 | |
| 3. Questions & concerns addressed professionally. | 1 | 2 | 3 | 4 | 5 | |
| 4. Promptness of crew. | 1 | 2 | 3 | 4 | 5 | |
| 5. Appearance and neatness of crew. | 1 | 2 | 3 | 4 | 5 | |
| 6. Overall quality of work done. | 1 | 2 | 3 | 4 | 5 | |
| 7. Cleanliness of work area upon completion of job. | 1 | 2 | 3 | 4 | 5 | |
| 8. Did you feel that you received a fair price for the work done? | | YES | | | NO | |
| 9. Would you use our services again? | | YES | | | NO | |
| 10. Can we use your name as a reference? | | YES | | | NO | |
| 11. How did you hear about us? | | | | | | |
| 12. Do you have any possible future painting needs? If so, what type and when may we call you? | We will call you - (outside painting) | | | | | |

Complete Customer Satisfaction Is Our Goal

NAME: WALTER & STELLA P.

STREET: _____

CITY: ALEXANDRIA STATE: VA ZIP: 22304-2701

Joe Walton & Armelfo Orellana were excellent workers - worked hard & were very nice & polite