

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*