

Williams Professional Painting

Serving Northern Virginia Since 1979



3919 Wheeler Avenue
Alexandria, VA 22304
www.wpspaint.com

(703) 768-8143
Fax (703) 751-4162

JUNE 4, 2007

Foreman: Joel

We would like to thank you for allowing us to assist you in the painting of your home. Our goal is customer satisfaction and we can only achieve success in meeting our goal with your help.

Each home is unique with its differing needs and characteristics, along with each homeowner's expectations and requirements. We would like to know how we did in meeting the needs of your job.

We trust that you were happy with the service you received and would greatly appreciate you taking a few moments to fill out our customer survey and returning it in the enclosed self addressed stamped envelope.

Our business can only survive with satisfied customers who use our services.

1	Excellent
2	Very Good
3	Good
4	Fair
5	Poor

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

Description / Identification of Survey Item	1	2	3	4	5
1. Initial telephone contact & response.	1	2	3	4	5
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. Normally when a customer has 3 estimates submitted for work to be done we have found that we fall somewhere in the middle of the price range. Did you find this to be true? YES NO

10. Would you use our services again? YES NO

11. Can we use your name as a reference? YES NO

12. How did you hear about us? Yellow Book

NAME: INSTITUTE FOR LAW & JUSTICE

STREET: 1018 DUKE ST.

CITY: ALEXANDRIA STATE: VA Zip: 22314