



Serving Northern Virginia Since 1979

3919 Wheeler Ave. Alexandria, Virginia 22304
703-768-8143 Fax 703-751-4162

WE'VE ENJOYED YOUR
OUTSTANDING PROFESSIONAL
WORK DURING THE SEVERAL
DECADES WE'VE LIVED IN
ARLINGTON. LESTER IS AN
OUTSTANDING CRAFTSMAN AND
A PLEASURE TO HAVE ON THE
JOB!

[Signature]

DATE: JAN. 27, '09

[Handwritten initials]

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.

For each item identified below, circle the number that best fits your judgment of its quality.

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

1. Initial telephone contact and response	<u>1</u>	2	3	4	5
2. Promptness & professionalism of estimate received.	<u>1</u>	2	3	4	5
3. Questions & concerns addressed professionally.	<u>1</u>	2	3	4	5
4. Promptness of crew.	<u>1</u>	2	3	4	5
5. Appearance and neatness of crew.	<u>1</u>	2	3	4	5
6. Overall quality of work done.	<u>1</u>	2	3	4	5
7. Cleanliness of work area upon completion of job.	<u>1</u>	2	3	4	5
8. Did you feel that you received a fair price for the work done?	<u>YES</u>				NO
9. Would you use our services again?	<u>YES</u>				NO
10. Can we use your name as a reference?	<u>YES</u>				NO
11. How did you hear about us?	<u>PAST EXPERIENCE OVER MANY YEARS -- ALL EXCELLENT</u>				
12. Do you have any possible future painting needs? If so, what type & when may we call you?	<u>NO, ONLY BECAUSE WE'RE MOVING FROM THIS HOUSE TO A "RETIREMENT COMMUNITY" IN SUBURBAN N. VIRGINIA.</u>				

Complete Customer Satisfaction Is Our Goal

NAME: THOMAS A. S

STREET: _____

CITY: ARLINGTON STATE: VA ZIP: 22207