

March 3 - Milton + John / living room
 March 20 - Les (who had been here in 2003)



+ Charlie & All
 four were fine
 painters +
 gentlemen -
 welcome in our
 home. Thanks to
 all!

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

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.

Forman Milton

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	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. 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?	your flyer via U.S. mail in 2003...				
12. Do you have any possible future painting needs? If so, what type and when may we call you?	of course! we'll call you as soon as we determine them.				

Complete Customer Satisfaction Is Our Goal - you have succeeded in our experience!

NAME: _____
 STREET: _____
 CITY: _____ STATE: _____ ZIP: _____

David and Marilyn T
 Arlington, Virginia 22207