

We would like to thank you for allowing us to assist you with your customer satisfaction and we can only achieve success in meeting your

Each home is unique with its differing needs and characteristics, expectations and requirements. We would like to know how we can best serve you.

We trust that you were happy with the service you received and we would like to give you a few moments to fill out our customer survey and returning it in the enclosed self-addressed 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	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?					
12. Do you have any possible future painting needs? If so, what type and when may we call you?					

*Complete Customer Satisfaction Is Our Goal*

NAME: Rev. and Mrs. Jim H [redacted]  
 STREET: Fairfax Station, Virginia  
22039-3032  
 CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

*Thank you for coming quickly and doing a great job! We are moving so please take our name off your mailing list. It is on two times.*