



**Reconstruction & Restoration**

3/22/2012

Dear Mr. & Mrs. Houdek,

Thank you for the recent opportunity to complete repairs at your property. We are interested in your experience with us and ask that you take a few minutes to answer the following questions so that we can offer the best service possible.

Please mark the appropriate area below. Comments are appreciated.

	Yes	No	Comments:
The estimator was prompt & courteous	✓		
The work crew was prompt & courteous	✓		
The office staff was helpful	✓		
Schedules, progress and changes were communicated effectively	✓		
Repairs were completed in a timely manner	✓		
Repairs were completed to my satisfaction	✓		
I would recommend Van Rooy Restoration to a friend	✓		
I would like to be a reference in the future for Van Rooy Restoration	✓		

Overall, I would rate my experience with Van Rooy Restoration:

Excellent
  Good
  OK
  Poor
  Very Poor

Additional Comments:

*Excellent experience.*

Thank you for taking time to complete this survey. Please return it in the enclosed self-addressed stamped envelope.

Sincerely,

Laura Franco

Estimator: Don Schwietzer  
 Project Manager: Todd Pickett  
 Project Manager: Jason Robertson