



Restoration & Reconstruction

December 12, 2012

Dear Mr. & Mrs. Durham,

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:

Well Done!

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

Sincerely,

Laura Franco

Estimator: Don Schweitzer
 Operations Manager: Jason Robertson
 Project Manager: Todd Pickett
 Sales Manager: Chad Bischoff