



Restoration & Reconstruction

April 30, 2013

Dear Mr. Bruess,

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	<input checked="" type="checkbox"/>		
The work crew was prompt & courteous	<input checked="" type="checkbox"/>		
The office staff was helpful	<input checked="" type="checkbox"/>		
Schedules, progress and changes were communicated effectively	<input checked="" type="checkbox"/>		
Repairs were completed in a timely manner	<input checked="" type="checkbox"/>		
Repairs were completed to my satisfaction	<input checked="" type="checkbox"/>		
I would recommend Van Rooy Restoration to a friend	<input checked="" type="checkbox"/>		
I would like to be a reference in the future for Van Rooy Restoration	<input checked="" type="checkbox"/>		

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

Excellent

 Good

 Ok

 Poor

 Very Poor

Additional Comments: *Additional work was recommended. Price agreed upon. No formal addendum. Final price for extra work was as quoted. This is the old fashioned way, but much appreciated way of*

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

Charles E Bruess 5/5/13 doing business

Sincerely,

Terry Smiley

Estimator: Don Schweitzer
 Operations Manager: Jason Robertson
 Project Manager: Chris Coffman
 Sales Manager: Chad Bischoff