



Restoration & Reconstruction

May 31, 2013

Dear Ms. Denney,

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	✓		<i>Chris was very helpful and easy to work with. Coffman</i> <i>The work crew did a great job and cleaned up their work area.</i> <i>The repair work was completed a lot sooner than I expected.</i> <i>The repairs were great and look better than ever.</i> <i>I have recommended Van Rooy already to several clients.</i>
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:

I + was an excellent experience overall and I enjoyed working with Chris Coffman.

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

Sincerely,

Terry Smiley

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