



Restoration & Reconstruction

May 14, 2013

Dear Ms. Gehlbach,

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	✓		<i>-and cleaned up quickly-and thoroughly</i>
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:

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