



Restoration & Reconstruction

May 31, 2013

Dear Ms. Graham,

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	X		CHAD & CHRIS GREAT!
The work crew was prompt & courteous	X		RIGHT ON TIME
The office staff was helpful	X		
Schedules, progress and changes were communicated effectively	X		CHAD STAYED ON IT.
Repairs were completed in a timely manner	X		WE WERE ONE OF THE FIRST HOME IN OUR AREA.
Repairs were completed to my satisfaction	X		EXTREMELY WELL
I would recommend Van Rooy Restoration to a friend	X		DEFINITELY
I would like to be a reference in the future for Van Rooy Restoration	X		DEFINITELY

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

Excellent

Good

Ok

Poor

Very Poor

Additional Comments: WE WILL ALWAYS CALL ON VAN ROOY RESTORATION FOR ALL HOME IMPROVEMENT NEEDS.

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