

Date 6/1/14

### Client Satisfaction Survey

OWNER: Tanner

JOB ADDRESS: 388 RIDGE CIR. DR. 81509

Thank you for choosing SunShine Painting. We appreciate your business. Your total satisfaction is our goal, not only with the final results, but with the process as well. In order to assess our effectiveness, we would greatly appreciate if you would take a few moments to give us your comments and suggestions. Return this form with your payment. This is just another way we are striving to do things right! Thank you! Like us on FaceBook or give an Angie's list Review if you are a member.

- 1. Why did you select SunShine Painting?
  - Price  Estimator  Past experience
  - Referral Who? \_\_\_\_\_
  - Other \_\_\_\_\_

- 2. Did you get other estimates?
  - No  Yes How Many? \_\_\_\_\_

- 3. If you got other estimates, were our prices ...
  - Comparable  Higher  Lower

- 4. Did the fact that we have liability and workers compensation insurance influence your decision?
  - Yes, that was important  Yes, but not that important
  - No

- 5. How do you feel about the painting we did for you?
 

Very Happy					Unhappy
	5	4	3	2	1

  
 Exterior  Interior  Both

- 6. Please rate the PAINTERS:
 

Good					Poor
	5	4	3	2	1

  
 Courteous and knowledgeable? 5 4 3 2 1  
 Hardworking? 5 4 3 2 1  
 Neat and orderly job-site? 5 4 3 2 1  
 Attention to detail? 5 4 3 2 1  
 Clean-up upon job completion? 5 4 3 2 1

- 7. Please rate SunShine:
 

Good					Poor
	5	4	3	2	1

  
 Attention to detail? 5 4 3 2 1  
 Returned your calls quickly? 5 4 3 2 1  
 Met deadlines and kept appts? 5 4 3 2 1  
 Received bid in a timely manner 5 4 3 2 1  
 Answered questions/addressed problems promptly? 5 4 3 2 1  
 Polite/courteous/knowledgeable? 5 4 3 2 1

- 8. What did you like most about our work?
 

A large crew was there the first day to get the project rolling.

- 9. What did you dislike most about our work?
 

N/A.

- 10. Would you use SunShine Painting again?
  - Yes  No

- 11. Would you recommend us to another customer?
  - Yes  No ALWAYS

- 12. May we use you on our reference list?
  - Yes  No

Comments: Thx for the bird house. "NO CHARGE"

Passing on information seemed to be good.

What suggestions do you have to make us better? None.