

Date 3/2/2014

### Client Satisfaction Survey

OWNER: Randy Martin  
JOB ADDRESS: 575 28 1/2 Road #36

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!

- 1. Why did you select SunShine Painting?  
 Price    Estimator    Past experience  
 Referral Who? \_\_\_\_\_  
 Other \_\_\_\_\_
- 2. Did you get other estimates?  
 No    Yes How Many? 2
- 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  

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  

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?  
Very easy to work with - made changes to original bid - they were handled easily & flawlessly!
- 9. What did you dislike most about our work?  
Nothing!
- 10. Would you use SunShine Painting again?  
 Yes    No
- 11. Would you recommend us to another customer?  
 Yes    No
- 12. May we use you on our reference list?  
 Yes    No

Comments: Thank You! You guys were awesome!

What suggestions do you have to make us better? \_\_\_\_\_