

Date 26 March 2014

Client Satisfaction Survey

OWNER: Glenn & Pat Beil

JOB ADDRESS: 628 Grand View Dr

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 _____

8. What did you like most about our work?
Crew Worked Well Together
Very professional

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

9. What did you dislike most about our work?

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

10. Would you use SunShine Painting again?
 Yes No

- 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

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

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

Very Happy					Unhappy
	5	4	3	2	1

 - Exterior Interior Both

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

- 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

Comments: Your Interior Decorator
was very helpful to us She did
a great job helping us to
Select colors -

- 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

Very Pleased with ~~your~~
your work
Glenn Beil

What suggestions do you have to make us better? None