

Date 12-20-13

Client Satisfaction Survey

OWNER: FACILITIES MGR FOR GRAND VALLEY ANB BANKS

JOB ADDRESS: 131 N. 6th ST. GRAND JCT.

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?

- NOT THIS TIME
- No Yes How Many? _____

3. If you got other estimates, were our prices ...

- SUNSHINE ~~YOUR~~ PRICES ARE USUALLY A BIT HIGHER.
- 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 (5) 4 3 2 1 Unhappy

- 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?

HAPPY, CAPABLE, GOOD QUALITY - ON THIS JOB RAPID SERVICE WAS OUR NEED WHICH WAS EXCELLENTLY MET.

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: YOU ARE ALWAYS A

CAPABLE PLEASURE TO WORK WITH,

THANK YOU FOR ACCOMMODATING

OUR SHORT NOTICE URGENT NEED.

What suggestions do you have to make us better? _____