

# VISION

## *Restoration*

AND BUILDING CO.

**Customer:** Marjorie Jacobson

**Address:** \_\_\_\_\_, Royal Oak, 48073

- |     |                                                                                                                                                                         |                                    |                                    |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|------------------------------------|
| 1.  | Has our staff been courteous, polite and helpful?                                                                                                                       | <input checked="" type="radio"/> Y | N                                  |
| 2.  | Has our staff been on time to scheduled appointments?                                                                                                                   | <input checked="" type="radio"/> Y | N                                  |
| 3.  | Do you feel we have sufficiently informed you about the restoration process, scheduling, and what to expect?                                                            | <input checked="" type="radio"/> Y | N                                  |
| 4.  | Has the job site been organized and clean?                                                                                                                              | <input checked="" type="radio"/> Y | N                                  |
| 5.  | On a scale of 1 – 10, 1 being the poorest and 10 being the best, what would you rate the overall quality of work performed?                                             | <u>10</u>                          |                                    |
| 6.  | On a scale of 1 – 10, 1 being the poorest and 10 being the best, how would you rate Our Estimator, <u>Steve Carson Sr.</u><br>Your Project Manager, <u>Mike Orleman</u> | <u>10+</u><br><u>10+</u>           |                                    |
| 7.  | Would you have Vision Restoration & Building Co., Inc. back out to your home for repairs or remodeling?                                                                 | <input checked="" type="radio"/> Y | N                                  |
| 8.  | Would you recommend Vision Restoration to others?                                                                                                                       | <input checked="" type="radio"/> Y | <input type="radio"/> N            |
| 9.  | Have you experienced any problems to date?                                                                                                                              | Y                                  | <input checked="" type="radio"/> N |
|     |                                                                                                                                                                         |                                    |                                    |
| 10. | Do you feel that we could improve our services?                                                                                                                         | <u>N/A</u>                         | Y    N                             |

**ADDITIONAL COMMENTS:**

Excellent service & personable professionals.

I have enclosed a letter of recommendation for your company.

Y     N

May we use your name as a reference?

Y    N

Marjorie Jacobson  
Signature

3-1-11  
Date

Job Number: **8598**