

Thursday, July 23, 2009

Tom Butler
17062 Van Dyke
Huntington Beach, CA 92647-

Dear Tom,

We would love to know "how you feel" about the service you received from our company. Like everybody, we are not perfect. But we do desire to learn from our valued customers how to improve our business. You can help us by answering these few questions and your comments are welcomed

How did you hear about our company?

YELLOW PAGES

Was contacting our office a pleasurable experience?

YES

Was the salesperson informative and knowledgeable?

YES

Was the scheduling of your job handled properly?

YES

Was the agreement, contract and/or other paperwork properly done?

YES

Were our crews or service personnel courteous and performed the work in a professional manner?

YES

Did the products meet your expectations?

YES

Were you pleased with the installation? YES

SHULMAN

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Was your premises left clean and neat? *YES*

In general, are you happy with the service you received?

YES

Could we have done anything differently to make this experience easier for you?

NO

Do you have any concerns? *NO*

Would you like someone to contact you regarding future projects?

Your additional comments.

Thanks again for your business and we appreciate you.
Sincerely,



Joe Shulman
Shulman Roofing

WWW.SHULMANROOFING.COM