

Nature Stone: Front Porch



Mike Scholl Builders, Inc. Survey

Your satisfaction is important to us. To better serve your needs, please complete this survey. Return the completed survey in the enclosed self-addressed envelope, or fax to (517) 750-9137.

Excellent - 5 Good - 4 Average - 3 Fair - 2 Poor - 1

MUST HAVE MISSED E-MAIL RESPONSE

Initial Contact:

You were able to contact Mike Scholl Builders, Inc. in an easy manner.
Callbacks to you were returned in a timely manner within 2 business days.

5 4 3 2 1 NA
 5 4 3 2 1 NA

Job Proposal Contract:

Your Job Proposal Contract was easy to read and understand.
Your Job quote was within the reasonable price expected.

5 4 3 2 1 NA
 5 4 3 2 1 NA

AFTER COM-
PARING OTHER OPTS
THE PRICE WAS
REASONABLE

On the Job Site:

Overall quality of the construction work and your expectation.
Overall quality of our employees while on the job.
Overall quality of our subcontractors while on the job.

5 4 3 2 1 NA
 5 4 3 2 1 NA
 5 4 3 2 1 NA

Service Quality:

Our Company is courteous, professional, and knowledgeable.
Questions, issues or concerns are addressed in a timely manner.

5 4 3 2 1 NA
 5 4 3 2 1 NA

Overall Satisfaction

How would you rate your overall satisfaction?

5 4 3 2 1 NA

How did you initially hear about us?

LANSING MALL HOME SHOW

If referred to us, please write in their name and address, so we can send them a thank you letter and a token of our appreciation:

Why Mike Scholl Builders, Inc. over a competitor? NATURE STONE PRODUCT

We publish our referrals for our potential customers; may we add you as a reference to our reference publications?

YES NO

If YES, may they contact you by phone?

YES

If YES, Phone number: 517-881-7920

We will add your compliment comments to our reference sheet, is there any additional quotes that we may put in our advertising?

YES NO

If YES, Quote: "all contacts & work was handled in a very friendly, professional & efficient manner"

Additional Comments:

Print Name: PATRICIA BASGALL

Signature: Patricia Basgall

Date: 7.21.11

Address: 515 SPRING ST GRAND LEDGE MI 48837

Thank you for taking the time to respond to this survey. The information you have provided will help evaluate our current service levels and the areas in which we can improve.