



## 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

### 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

*Went over with client before signing*  
*some things didn't apply (no idea)*  
*Client should get multiple quotes*

### 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?

*Stanley Owens - our son*

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?

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?

If YES, Phone number: *517-7503886*

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:

*The only fault was the time the job was planned to the time work was started, was too long. We had <sup>not our</sup> equipment*

Additional Comments:

*equipment setting in the garage for 2 months or more.*

Print Name:

*Clarence Owens*

Signature:

*Clarence Owens*

Date:

*30 Jan 09*

Address:

*3390 Allston Jackson 49201*

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.

*Client was advised before signing contract that our schedule was full and would not be able to start for at least 2 months. Client said OK at the time of signing contract.*