



## 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.  5  4  3  2  1  NA  
Callbacks to you were returned in a timely manner within 2 business days.  5  4  3  2  1  NA

### Job Proposal Contract:

Your Job Proposal Contract was easy to read and understand.  5  4  3  2  1  NA  
Your Job quote was within the reasonable price expected.  5  4  3  2  1  NA

### On the Job Site:

Overall quality of the construction work and your expectation.  5  4  3  2  1  NA  
Overall quality of our employees while on the job.  5  4  3  2  1  NA  
Overall quality of our subcontractors while on the job.  5  4  3  2  1  NA

### Service Quality:

Our Company is courteous, professional, and knowledgeable.  5  4  3  2  1  NA  
Questions, issues or concerns are addressed in a timely manner.  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?

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

Meg Emberton

Why Mike Scholl Builders, Inc. over a competitor?

May we refer potential clients to you for a referral?  YES  NO

If YES, may they contact you by phone?

If YES, Phone number: 750-3208

Do you have a compliment quote that we may put in our advertising?  YES  NO

If YES, Quote:

Additional Comments:

Print Name: Ralph Wood

Signature: \_\_\_\_\_ Date: 12-18-07

Address: 5044 Rimers Jaxn 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.