

Aldrich Contracting Co.



Kitchens-Baths-Basements-Roofing/Siding-Repairs
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Overland Park, KS 66207
(913) 649-3544
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CUSTOMER SATISFACTION SURVEY

RED, TAN, WHITE-GUEST BEDROOM

Completed

Job: MISC. ELECTRICAL, PLUMBING

Date: 12/14/04

& TRIM ADDED TO OFFICE ROOM

To help us better serve our customers, please take a few minutes to answer the following questions:

1. Did the estimator explain the job clearly before work was started? Yes No
2. Was the estimator courteous? Yes No
3. Were all your questions answered? Yes No
4. Was the work area cleaned at the end of each day? Yes No
5. Were the workmen courteous? Yes No
6. Were any complaints handled quickly? Yes No
7. Are you satisfied with the job we have done? Yes No
8. Would you recommend Aldrich Contracting to a friend? Yes No
9. May we use you as a reference? Yes No

If you answered "No" to any question, please explain your reason:

Please add any other comments you have for us (positive or negative):

DURING THE "RED ROOM" REDO, WE WERE DELIGHTED TO DISCOVER THAT YOU/YOUR TEAM COULD ACCOMPLISH SEVERAL PLUMBING, ELECTRICAL & TRIMWORK ISSUES THAT ALSO NEEDED ATTENTION. YOUR TEAM SINGLE HANDEDLY ACCOMPLISHED ALL THE THINGS WE NEEDED TO GET DONE (OR FIXED) AT THAT TIME!

OVER...

Your answers to this survey are essential to help us improve our business.

Thank you for your time and your opinions.

MARTY & CHUCK WALTER

CUSTOMER SATISFACTION SURVEY

REP. THE WHITE - QUEST OR...

Date

To help us better serve our customers, please take a few minutes to answer the following questions.

Did you explain the job clearly before work started?
Did you explain the job clearly during work?
Did you explain the job clearly after work?
Did you explain the job clearly to a friend?
Did you explain the job clearly to a neighbor?

- NO YES
- NO YES
- NO YES
- NO YES
- NO YES

If you answered "no" to any question, please explain your reason.

WE REALIZE THAT IT MUST BE MORE "TEDIOUS" TO WORK WITHIN A FINISHED HOME THAN IN NEW CONSTRUCTION. BOTH JIM & BRAD WERE ESPECIALLY CAREFUL AND CONCERNED ABOUT NOT LETTING THEIR WORK PROCESS EFFECT ANYTHING NEARBY. WE REALLY APPRECIATED THAT.

THANK YOU ALL VERY MUCH. FOR EVERYTHING!

... and have a great holiday!

Marty & Chuck