

# VISION Restoration AND BUILDING CO.

**Customer:** Nikki Polk

**Address**  Wayne, 48184

- |       |  |                                    |                                    |
|-------|--|------------------------------------|------------------------------------|
| 1.    | Has our staff been courteous, polite and helpful?  | <input checked="" type="radio"/> Y | N                                  |
| 2.    | Has our staff been on time to scheduled appointments?  | <input checked="" type="radio"/> Y | N                                  |
| 3.    | Do you feel we have sufficiently informed you about the restoration process, scheduling, and what to expect?   | <input checked="" type="radio"/> Y | N                                  |
| 4.    | Has the job site been organized and clean?   | <input checked="" type="radio"/> Y | N                                  |
| 5.    | On a scale of 1 – 10, 1 being the poorest and 10 being the best, what would you rate the overall quality of work performed?  | <u>10</u>                          |                                    |
| 6.    | On a scale of 1 – 10, 1 being the poorest and 10 being the best, how would you rate Our Estimator, <u>Mike Shores</u><br>Your Project Manager, <u>John Briscoe</u> | <u>10</u><br><u>10</u>             |                                    |
| 7.    | Would you have Vision Restoration & Building Co., Inc. back out to your home for repairs or remodeling?  | <input checked="" type="radio"/> Y | N                                  |
| 8.    | Would you recommend Vision Restoration to others?  | <input checked="" type="radio"/> Y | N                                  |
| 9.    | Have you experienced any problems to date?   | Y                                  | <input checked="" type="radio"/> N |
| <hr/> |  |                                    |                                    |
| 10.   | Do you feel that we could improve our services?  | Y                                  | <input checked="" type="radio"/> N |

**ADDITIONAL COMMENTS:**

absolutely wonderful service. I was very impressed. The men were all very polite, informative, and professional. It is rare to have that kind of service.

I have enclosed a letter of recommendation for your company.  Y     N

May we use your name as a reference?  Y     N

Nikki Polk  
Signature

12-19-10  
Date

Job Number: **8681**