

**NAME & ADDRESS:**

Samuel Lake  
252 Sequoia Ave.  
So San Francisco, CA

**PHONE NUMBER:**

650-583-8548

Date: 9-15-2010

Estimator: George Quesada

- Painting       Roofing
- Windows       Siding
- Other: \_\_\_\_\_

If painting, Applicator: Abdulio  
Deleon

**HOW DID WE DO?**

Thank you for choosing Armstrong Painting, Roofing, Windows, & Siding to complete your home improvement project. Were you pleased? Dissatisfied? For 40 years, we have always placed a special value on customer comments and suggestions.

1. How would you rate the work completed by Armstrong overall?

- Excellent       Good       Passable       Unsatisfactory

2. What changes or improvements in our work, if any, would you suggest?

\_\_\_\_\_  
\_\_\_\_\_

3. Did our sales consultant explain satisfactorily the work to be performed?

- YES       NO

4. Was the work completed as promised, on time and with no unexpected problems?

If not, what should we have done differently?

Work was as promised - about a month ahead of estimated start  
time.

5. Did our applicators clean the premises before leaving each day?

- YES       NO

6. Were you able to communicate with our applicators, if necessary, to your satisfaction?

- YES       NO

7. Do you have any comments regarding communications with our office personnel?

NO  
\_\_\_\_\_  
\_\_\_\_\_

8. Did our applicators display an Armstrong sign while work was in progress?

YES  NO

9. Do you know anyone who might like information on Armstrong's products and services?

Name: We shared Sales consult. Name Phone: \_\_\_\_\_

Name: with neighbor Phone: \_\_\_\_\_

10. If we wished to reach you as efficiently and cost effectively as possible, where would we place our advertising?

- Newspaper / Which paper? \_\_\_\_\_
- TV / Which station? \_\_\_\_\_
- Radio / Which station? \_\_\_\_\_
- Magazine / Which ones? \_\_\_\_\_
- Internet: \_\_\_\_\_
- Direct Mail
- Yellow Pages
- Other Sources: \_\_\_\_\_

11. Can we use you as a reference?  YES  NO

12. Can we use a picture of your house without an address as a reference?  YES  NO

13. Can we use your address as a reference?  YES  NO

14. Other comments, Suggestions:

The crew of three was prompt in starting each day. Worked very well together, were polite, friendly and respectful. Obedisio was helpful in choosing the shade of paint.

Please insert complete questionnaire in the self-addressed envelope. Thank you.



4575 San Pablo Avenue  
Emeryville, CA. 94608

Contractor State License #245291

*For Armstrong personnel use only:*