

NAME & ADDRESS:

Mary Statts & Ralph Trueblood
42 Bret Hart Rd.
Berkeley CA 94708

PHONE NUMBER:

Date: Sept 18, 2008

Estimator: Wayne Leubbers

Painting Roofing

Windows Siding

Other: _____

If painting, Applicator: _____

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?

None that we can think of

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?

Everything was done efficiently and on 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?

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: _____ Phone: _____

Name: _____ Phone: _____

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

- Newspaper / Which paper? Berkeley Voice, Monclairion, SF Chronicle
- 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:

Great work! Very professional!

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: