

NAME & ADDRESS:



Bob Castrucio  
South San Fra, CA 94080-4205

PHONE NUMBER:

650-583-1550

Date: 10-22-88

Estimator: WAYNE LEUCHTERS

- 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?

CANNOT THINK OF ANY. I'M VERY PLEASED.

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?

YES

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 HOWEVER, ARMSTRONG NAME WAS ON THE TRUCK.

9. Do you know anyone who might like information on Armstrong's products and services? *NO*

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? \_\_\_\_\_
- TV / Which station? FOX NEWS CHANNEL
- Radio / Which station? KSFQ 560
- 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:

I WILL CONTACT YOU WHEN I NEED PAINTING, EXTERIOR AND INTERIOR  
I WISH ARMSTRONG COULD PROVIDE ALL MY HOME MAINTENANCE. I WOULD  
ENJOY WORKING WITH ARMSTRONG FOR ALL MY HOME MAINTENANCE NEEDS.

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:*