

NAME & ADDRESS:

PATRICK & ELAINE McDONOUGH
PO BOX 10062
TRUCKEE, CA 96162

Date: AUG 6, 2008

Estimator: WAYNE LEUCHTERS

- Painting
- Roofing
- Windows
- Siding
- Other: _____

If painting, Applicator: _____

HOW DID WE DO?

ROOF WORK AT 3351 MT DIABLO BLVD, LAFAYETTE AND
1973 DESERT CIRCLE, WALNUT CREEK

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?

KEEP UP WITH WHAT YOU ARE PRESENTLY DOING.
OUTSTANDING WORK

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

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

SIGN ON TRUCK PREDOMINENTLY SHOWN

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? _____
- Radio / Which station? KCBS
- 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:

TAKIS AND HIS CREW DID AN OUTSTANDING JOB

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: