

NAME & ADDRESS:

Linda McMillan
721 Appleberry Dr.
San Rafael, CA 94903

PHONE NUMBER:

Date: 7-9-2010

Estimator: _____

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

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?

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?

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?

Your staff is attentive & friendly

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? *not*

Name: _____ Phone: _____

Name: _____ Phone: _____

*now,
but will
be very
happy*

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

- Newspaper / Which paper? SF Chronicle
- TV / Which station? _____
- Radio / Which station? KQED
- Magazine / Which ones? Nation Magazine
- Internet: _____
- Direct Mail
- Yellow Pages
- Other Sources: Yard signs in neighborhood

*to recommend
Armstrong
if I hear
of
potential
clients!*

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:

Thanks for your continued great service. This was our 3rd project with Armstrong.

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:

Empty rectangular box for Armstrong personnel use only.