

McLain's Painting Customer Satisfaction Form

Name: Catherine Carter
 Address: 8912 Ormand Ln.
Knoxville, TN. 37923
 Date: 8/11/2011

What would you like our future customers to know about us?

That you were very dependable, professional, courteous and respectful. Did everything you said you would do & more. Very very pleased with the job. I would highly recommend you. I think they would be very pleased. I am.

It is our desire to improve our service with each job that we do. Your honest response to the following will help us accomplish this.

	Exceeded Expectations A	Met Expectations B	Below Expectations C
Promptness	✓		
Efficiency	✓		
Well Mannered	✓		
Clean/Uniformed	✓		
Overall Quality	✓		
Overall Value	✓		

I was just impressed with you & your whole crew.

Did Ryan ask you to review the job with him upon completion?
 Yes No

What did we do that you especially liked?

You were very dependable, courteous, respectful & professional. You did all I asked and more.
 * (use back for additional space) (over)

How could we improve? I can't think of a way.

Do you have a relative or friend that could use our services?

Name: don't know of anyone Phone #: _____
right now

May we use your name as a reference? Yes No absolutely

Signature: Catherine Carter

Please return in envelope provided.
 Thanks for taking the time to provide this information.
 Charles McLain