

# McLain's Painting Customer Service Form

Name: Quinn A Durham

Date: 1/29/18

Address: 1530 Seowin Dr

Maryville, TN 37801

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.

**On a scale of 0-10, how likely are you to refer McLain's Painting to a friend or colleague?**

0    1    2    3    4    5    6    7    8    9    10  
(Please circle one.)

**Please rate the following:**

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

Did the Crew Leader ask you to review the job with him upon completion?    Yes     No   
 Was the crew responsive to any special concerns?    Yes     No

What would you like our future customers to know about us?  
Not the cheapest painters we have used, but by far the best.  
On time, considerate, professional, neat, and anxious to please.

How could we improve?  
Can't think of anything you could have done better.

Do you have a relative or friend that could use our services?  
 Name: John Dixon    Phone #: you are already in contact

May we use your name as a reference?    Yes     No   
 May we post this report card on our website?    Yes     No

Signature: [Signature]    Date: \_\_\_\_\_

*Please give this to your crew leader or send it back to us with the envelope provided.  
 Thank you for taking the time to provide this information.*

All the guys (Draeton, John, Todd, Al, Tracy) were respectful & responsive and Scott is a great supervisor who represents your company very well