

## McLain's Painting Customer Satisfaction Form

Name: Kim & Ken Poyor  
 Address: 9113 Hemingway Grove Circle  
Knoxville, TN  
 Date: 7/2/12

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

Excellent service in a timely manner

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	A		
Efficiency	A		
Well Mannered	A		
Clean/Uniformed	A		
Overall Quality	A		
Overall Value	A		

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

What did we do that you especially liked?

William always kept us informed of how the job was going he helped us keep other contractors in line

(use back for additional space)

How could we improve? Keep up the excellent work ethic

Do you have a relative or friend that could use our services? all the homes in Whittington Creek could use you!!  
 Name: no family in Knoxville - all in Kingsport, TN Phone #: \_\_\_\_\_

May we use your name as a reference? Yes  No

Signature: Kim & Ken Poyor

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