

McLain's Painting Customer Service Form

Name: Velera Tomlinson
 Address: 250 Dotsime Way
London, TN 37774

Date: 5-29-15

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?
Very professional, quality of work,
truly represents "think customer"

How could we improve?
None comes to mind

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

Name: _____ Phone #: _____

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

Signature: *Velera Tomlinson* Date: 5-29-15

*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.*