



Customer Information

Name Stephen ZIELINSKI
 Address 894 BIRNIE AVE
 City West Springfield State MA Zip 01089
 Email SZ05@COMCAST-NET
 Phone 413-301-7324 Date of Project 1/2011

Dear Homeowner,

It is imperative to the success of Adam Quenneville Roofing, Siding and Windows that you are satisfied. In order to guarantee your satisfaction, we offer this Customer Satisfaction Survey. We ask that you fill this out and return it to us in the enclosed, stamped envelope. By monitoring our staff's performance, it allows us to maintain a high standard of customer service. Thank you for your support and your patronage.

Sincerely,

CUSTOMER SATISFACTION FEEDBACK

Please circle your rating: On a scale of 1 to 5 (with 5 being the best possible)

How well did your specialist understand your needs?	<u>5</u>	4	3	2	1
How knowledgeable was your specialist on the product(s)?	<u>5</u>	4	3	2	1
How well did your specialist explain the estimate?	<u>5</u>	4	3	2	1
How well did your specialist generate trust?	<u>5</u>	4	3	2	1
Overall, how satisfied were you with your specialist?	<u>5</u>	4	3	2	1
Did the installers arrive on time?	<u>5</u>	4	3	2	1
Were the installers professional?	<u>5</u>	4	3	2	1
Did the installers protect your property?	<u>5</u>	4	3	2	1
Did the installers demonstrate respect?	<u>5</u>	4	3	2	1
Did the installers clean up before they left?	<u>5</u>	4	3	2	1
Was the job completed to your satisfaction?	<u>5</u>	4	3	2	1
Was the job completed in a timely manner?	<u>5</u>	4	3	2	1
Would you recommend Adam Quenneville Roofing, Siding and Windows to your family and friends?	<u>5</u>	4	3	2	1
Would you work with Adam Quenneville Roofing, Siding and Windows again?	<u>5</u>	4	3	2	1

May we use your name as a referral? YES NO

What was the main reason you chose Adam Quenneville Roofing, Siding and Windows? _____

WIND STORM AFTER XMAS TOOK A TREE DOWN ON ROOF
 HANDED INS AND JOB WAS COMPLETED SHORTLY AFTER
 ALL SNOW MELTED ON ROOF - GREAT JOB!!