

RECEIVED 8/21/09



**Roof Masters**  
"Washington's Roofing Authority"  
7731 Tuckerman Lane #205 • Rockville, MD 20854  
301-230-ROOF (7663) • Fax 301-365-5120  
www.leakproofroof.net

**CUSTOMER SATISFACTION SURVEY**

Dear Wei,

Thank you for trusting Roof Masters with your roofing needs. We take great pride in our company and would appreciate your taking a moment to comment on the work we have completed for you. You can help us to become a better company by taking the time to complete the questionnaire below. We use this information to bonus our employees and to improve our company.

Please include this questionnaire in the enclosed pre-addressed return envelope when you send us your prompt payment.

Sincerely,

*Howard Rittenberg*  
Howard Rittenberg  
President

Customer Name: Wei Lee  
Street Address: 13218 Greenmount Ave City Bethesda State MD Zip Code 20705  
Home Phone: \_\_\_\_\_ Work/Cell No. \_\_\_\_\_

	Excellent	Good	Fair	Poor
How did the Office / Receptionist handle your calls?	<input checked="" type="checkbox"/>			
Was the Sales Representative helpful and knowledgeable?	<input checked="" type="checkbox"/>			
Did the supervisor/foreman introduce himself?	<input checked="" type="checkbox"/>			
Was the supervisor/foreman helpful?	<input checked="" type="checkbox"/>			
Was the crew courteous and well mannered?	<input checked="" type="checkbox"/>			
How well did we clean up your property and grounds?	<input checked="" type="checkbox"/>			
Did we complete the work in the time frame quoted?	<input checked="" type="checkbox"/>			
How was the quality of the work?	<input checked="" type="checkbox"/>			

Would you recommend our company?  Yes  No  
If yes, please help us grow our business by providing us with the name of someone who might be able to use our services.  
Name: \_\_\_\_\_  
Street Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Phone Number: \_\_\_\_\_

Comments: An excellent, systematic team... Thanks to your crew & Joe Hama... an excellent job done!!!