

RECEIVED
11/5/08

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 Jeanne,

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: Jeanne G Sella
 Street Address 14901 Rocking Spring Dr City Rockville State MD Zip Code 20853

	Excellent	Good	Fair	Poor
How did the Office / Receptionist handle your calls?	✓			
Was the Sales Representative helpful and knowledgeable?	✓			
Did the supervisor/foreman introduce himself?	✓			
Was the supervisor/foreman helpful?	✓			
Was the crew courteous and well mannered?	✓			
How well did we clean up your property and grounds?	✓			
Did we complete the work in the time frame quoted?	Almost "ran out of shingles"			
How was the quality of the work?	Seems to be			
Would you recommend our company? <u>Yes</u> No Neighbors have asked				
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: <u>I have been very pleased with all aspects of my dealings with Roof Masters.</u>				
<i>Jeanne G Sella</i>				