

RECEIVED
2/12/09



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 Les & Judith ,

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: NESTER TURNER
Street Address 2869 MCGILL TERR NW City _____ State DC Zip Code 20008
Home Phone: _____ Work/Cell No. _____

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

Would you recommend our company? Yes No *This can only be determined over time*
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: *I will be recommending your company. I have the opportunity to recommend roofing companies several times a year and I plan to do that.*