

Dear Valued Customer:

Thank you for selecting Mark Scott Construction, Inc. for your recent construction/remodel needs. We hope that the project was completed to your satisfaction.

In order to assure that our service and quality standards are being met, we would appreciate it if you would take a few moments to complete the questionnaire below and return it to us in the self addressed stamped envelope provided. Your response will help us evaluate the quality of our work, service and identify areas that might require improvement. Thank you in advance for your cooperation and prompt reply.

A. Which of the following best describes your project?

Residential Commercial Insurance Restoration Other

	Excellent	Very Good	Good	Fair	Poor
1. <u>Project Estimates & Pricing:</u>					
(a) Did estimator contact you promptly to make an appointment to review & estimate the damages?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Provided accurate estimates & quotes.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. <u>Planning & Coordination:</u>					
a) Coordinating project designs & plans to meet your timelines.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Implementing & maintaining detailed project schedules.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Communicating all schedule changes or delays in a timely manner.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. <u>Construction:</u>					
(a) Providing professional & competent job-site crews.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) Overall construction performance.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. <u>Customer Service:</u>					
a) Responding promptly to your questions & concerns.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Providing communication & feedback throughout the project.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Overall performance of Project Manager in meeting your needs and expectations....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. How would you rate your OVERALL satisfaction with Mark Scott Construction, Inc's performance on this project?					
Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input type="checkbox"/>	Fair <input type="checkbox"/>	Poor <input type="checkbox"/>	
6. Do you have <u>any comments or suggestions</u> to help Mark Scott Construction, Inc. improve our construction project related services? (Please use the back side of this form)					

7. We do appreciate our valued customers! The highest compliment you could give is to refer a friend for any construction needs they may have.

Name of Referral:
Phone Number:
Needs:

8. May we use you as a reference? Yes / No

9. Agents Name _____ Phone Number _____