

Customer Satisfaction Survey

Dana Dowling Company

Design/Build Remodeling

57 Lovell Rd

Stratham, NH 03885

(603) 772-0211

Date: 3/9/2012

Client _____

Address: _____

City, State, Zip: Exeter, NH 03833

Project name: _____

Dear _____

Thank you for the opportunity to work on your project. We are glad you called upon us and hope that if future needs arise you will call us again.

We hope the quality of our work pleased you. Any input you have regarding our performance would be *greatly* appreciated. Your comments are an important part of our quality assurance program. Would you please take the time to fill out this form so that future clients will gain from your and our experience?

Were your needs met promptly?

Before the job Yes () No

During the job Yes () No

After the job Yes () No

Did the project...

start on time? Yes () No

complete on time? Yes () No

finish cleanly? Yes () No

Were our workers/subcontractors courteous?

Yes () No

Did we fulfill our agreements?

Yes () No

Did you receive the value you expected?

Yes () No

Was the quality of the work as expected?

Yes () No

Will you consider us for future projects?

Yes () No

Please write in any additional comments...

After interviewing a variety of contractors, it was eminently clear to us that Dana Dowling completely and best understood our project from the architectural plans. His perspective and communication with us from the first meeting throughout the project was honest, thoroughly competent and sensitive to all our requests.

Dana's company crew and all the sub-contractors he employs are excellent specialists. His supervision of every aspect of our project was seamless and he was also available to meet with us to answer questions; modify to improve plans; and offer suggestions that ultimately optimized completion of the project. He exceeded our expectations for progress and tidiness.

We were so pleased with his finish carpentry and design skills that we hired him to replace a permanent closet in the plans with a free-standing armoire built in his workshop.

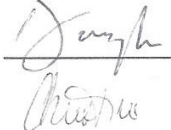
May we use photos of your job for reference and display?

Yes () No

May we use your name as a reference on future jobs?

Yes () No

Signature



Date

3/12/12