

Dear ,

We consider you one of our ideal clients & would like to earn the business of more people just like you. I was wondering if you do us a kindness by taking 5-10 minutes out of your busy schedule to answer just a few questions to help us improve. Please be honest in your answers and don't worry about hurting our feelings. We know that we can never be perfect - but are really striving to correct our short comings and offer an even better level of service to you.

We would also really like to know what is working in our favor and what you appreciate about Handyman Solutions as well. Your input is truly important and will help shape the future of our company. Please feel free to use the back of this questionnaire or another sheet of paper if you prefer.

**Choices:**

Why did you chose to work with Handyman Solutions instead of another Contractor?

We had a checklist from Handyman Solutions and liked that it said "one call does it all"

What is the most important factor when you are choosing a Contractor? Reputation? Uses Only "Legal" Taxpaying Employees? Caliber of Employees allowed on your property (drug and alcohol free ? Proof of insurance (especially workman's compensation),

Reputation and Caliber of employees

**Frustrations:**

What frustrates you about the Contracting industry as a whole?

When you call, they will give you a date & time to come and maybe not show or not at the time said.

Where do we let you down here at Handyman Solutions?

This has not happened.

In your opinion what areas should we concentrate our efforts to improve?

We are satisfied with the work you have done at our house.

rec'd  
8.29.11

**Conclusion:**

How do we compare with other Contractors that you have used?

*you are on time and finish the job the day you specify.*

What is the level of your satisfaction with our workmanship quality on your new project?

*excellent. Garage floor + deck look ~~great~~ We are happy with Jason + Travis work.*

If I were to ask you in one short paragraph what best describes us, what that would it be?

*The jobs are done in a timely manner and to our satisfaction.*

Please list any additional comments that you would like to share that have not been specifically addressed.

Do you know a friend, neighbor or business associate that could benefit from our services? Would you consider passing along our information to them when you get a chance? *Yes*

If We ask all our clients to please enclose a letter that tells of your experience with our firm and our people. This is important to the success of our business. *No*

Is there anything that we could have done to service you better during the course of this project? *No*

Thank You! Your help is greatly appreciated!

<---End of "Script"--->

**FINAL WALK-THROUGH INSPECTION REPORT**