



Remodeling, Maintenance & Professional Consultation

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ONE CALL *Really Does* DO IT ALL!

Thank you for choosing Handyman Solutions to complete your project. We would love to earn the business of more people just like you and where wondering if you would do us a kindness by taking 5 minutes out of your busy schedule to answer just a few questions to help us improve our services. Please be honest in your answers. We know that we can never be perfect - but are really striving to correct our shortcomings and offer an even better level of service to our loyal clientele. Your input is truly important and will help shape the future of our company. Please feel free to use the back of this questionnaire, another sheet of paper or even email us if you prefer.

How did you first hear about Handyman Solutions? Friend, family or colleague? Yard signs or company vehicles in your neighborhood? Magazine, Radio or Newspaper add? Referral from another contractor?

Hard to remember, as it was so long ago. May have been the newspaper, if not possibly Yellow Pages.

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)? Provided actual proof of insurance (especially workman's compensation)?

Integrity--will make things right if they aren't even after payment has been made.

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

Previous relationship and good experience.

How would you say that Handyman Solutions compares with other Contractors?

Integrity and responsiveness to customers' concerns are very good. At times, charges seem somewhat higher.

Did you feel that you made a good decision in choosing Handyman Solutions?

Yes

What did you think of our workmanship on your project?

Great job--thanks!

What frustrates you about the Contracting industry as a whole?

Lack of regulation

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

Do you have any deferred maintenance, repair, updating or remodeling projects that we could take a look at for you? We now offer a revolutionary Home Asset Management Program which will improve your standard of living and save you thousands. Proactive maintenance and inspections cost pennies on the dollar compared to full blown repair and replacement.

Please list any additional comments that you would like to share that have not been specifically addressed here already. We really do value your opinion and appreciate the time you have taken.

I have enjoyed working with Handyman over the years. I appreciate the prompt attention given to jobs I have had. I have also appreciated that, on the one occasion it turned out that Handyman did not have the proper expertise to do the work I needed, they admitted this and refunded my money. I have a high level of trust in Handyman Solutions.

Who do you know that could benefit from our services? Would you consider passing along our name and website information to them when you get a chance?

If it pleases you to do so ~ we humbly request our clients to enclose a letter or send an email to midmohandyman@gmail.com that tells of your experience with our Handyman Solutions family. We can also be found on FaceBook, AngiesList, Google Maps and many other online review sites. Our ultimate goal is to continue to build mutually beneficial and lifelong relationships with good clients just like you!

Thank you once again for your time and kindness.

Sincerely,

Matthew D. Burnett
VP/Project Manager
Handyman Solutions
Jefferson City ~ Columbia ~ Lake of The Ozarks

