



Date: 1/31/2013

Homeowner: Robert and Susan

Address: Grandview Heights, OH 43212

Job # and Type: 2201 Kitchen

Completion Date: December 2012

Dear Robert and Susan,

Thank you for the opportunity to serve your remodeling needs. It was a pleasure working with you to complete your project. In an effort to continually improve our service, we would like you to take a few minutes to answer the following questions concerning our performance in providing remodeling services to you.

1. What kind of impression did Kresge Contracting, Inc., make on you with your first contact with the company? (Example: phone call, walk-in, email, etc.)

Professional, competent, efficient, responsive, friendly

2. How would you rate the initial sales appointment?

Excellent Very Nice Fair Poor

3. What was your response to the design presentation?

We were bowled-over by Mark's ideas for the kitchen space!

4. How well informed did you feel before the construction began?

Very informed Informed Fairly Informed Not Informed

If not "very informed," how could we have helped you feel more informed? _____

5. During the construction process, how did Kevin Hittepole do on clean-up and keeping the material organized?

Excellent Very Nice Fair Poor

6. Did you feel like your Project Manager kept you up to date during the construction process?

Very Informed Mostly Somewhat Not Informed

If not "very informed," how could we have helped you feel more informed? _____

7. How did you feel about the time that it took Kresge Contracting, Inc., to complete the job?

Fabulous! Ahead of schedule!



8. Realizing that there are many levels of craftsmanship, how would you rate our work?

Poor 1 2 3 4 5 Excellent

Comments: _____

9. When there were sub-contractors working on the job how did they uphold our company's standards? [Subcontractors used were: Power Source Electric, B.C. Plumbing, Troiano Drywall, Bathroom and Kitchen Services, Marble & Granite Works, Prizm Floors, Purcell Hauling, West Jefferson Plumbing & Heating]

Every aspect of the work was well-done.

10. How satisfied are you with the completed project? If there were problems, were they product or process related?

Super satisfied! Have not yet had one moment of regret or wishing anything had been done differently.

11. After using the space, would you change the design or type of materials used?

Yes No

If yes, how? _____

12. How would you rate our staff's performance? (1=Poor, 5=Excellent)

Mark Kresge	1	2	3	4	<u>5</u>
Kelly Heitkamp (if applicable)	1	2	3	4	<u>5</u>
Justin Shreffler	1	2	3	4	<u>5</u>
Kevin Hittepole	1	2	3	4	<u>5</u>

13. Please provide a brief response to Kevin Hittepole's work in your home:

Kevin is the greatest!

14. May we use your name and phone number for our reference list?

Yes No

15. Other Comments:

