

completed survey in the enclosed self-addressed envelope, or fax to (517) 750-9137.

Excellent - 5 Good - 4 Average - 3 Fair - 2 Poor - 1

Initial Contact:

You were able to contact Mike Scholl Builders, Inc. in an easy manner.
Callbacks to you were returned in a timely manner within 2 business days.

5 4 3 2 1 NA
 5 4 3 2 1 NA

Job Proposal Contract:

Your Job Proposal Contract was easy to read and understand.
Your Job quote was within the reasonable price expected.

5 4 3 2 1 NA
 5 4 3 2 1 NA

On the Job Site:

Overall quality of the construction work and your expectation.
Overall quality of our employees while on the job.
Overall quality of our subcontractors while on the job.

5 4 3 2 1 NA
 5 4 3 2 1 NA
 5 4 3 2 1 NA

Service Quality:

Our Company is courteous, professional, and knowledgeable.
Questions, issues or concerns are addressed in a timely manner.

5 4 3 2 1 NA
 5 4 3 2 1 NA

Overall Satisfaction

How would you rate your overall satisfaction?

5 4 3 2 1 NA

How did you initially hear about us?

If referred to us, please write in their name and address, so we can send them a thank you letter and gift:

proposal was professional and price was reasonable.
Why Mike Scholl Builders, Inc. over a competitor? Mike presented himself well.

May we refer potential clients to you for a referral? YES NO

If YES, may they contact you by phone? If YES, Phone number: 788-8523

Do you have a compliment quote that we may put in our advertising? YES NO

If YES, Quote: Mike Scholl's talent, expertise, vast knowledge,

perfectionism, and craftsmanship as a builder
is unequalled. Charles and I could not be
happier with the shower/laundry room
addition that he expertly constructed.

Additional Comments:

Print Name: Mary A. Messinger
Signature: 1725 Malvern
Jackson, MI 49203

Address: Mary A. Messinger

Date: 2-8-07

Thank you for taking the time to respond to this survey. The information you have provided will help evaluate our current service levels and the areas in which we can improve.