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CUSTOMER QUALITY AUDIT

TO: Ms. Kathy Stewart

10J231-10PG

DATE: October 5, 2010

Altadena, CA. 91001

Dear Ms. Stewart:

Thank you for contacting our company and giving us the opportunity to work with you on your project. If we can be of help in the future, please call us! We're always available to discuss your needs. We take pride in our work and are constantly striving to maintain our high quality. Would you help us by taking a minute to answer the following questions? Your comments are valuable and will help us serve you better in the future. **THANK YOU.**

Were we responsive to your needs?

Before the job YES ___ NO
 During the job YES ___ NO
 After the job YES ___ NO

Did we do everything we agreed to do?

YES ___ NO

Were you pleased with the quality of work?

YES ___ NO

Was the job.....

Started on time? YES ___ NO
 Completed on time? YES ___ NO
 Left clean? YES ___ NO

Were you satisfied with the price & value of the job we did?

YES ___ NO

Were our workers courteous?

___ YES ___ NO

Would you consider us for future services?

YES ___ NO

We invite you to write any additional comments.....

- Excellent workers - professional, courteous and skilled.
- Focused on getting the job done in a timely manner without loosing quality.

If you are happy with our services, please refer us.

May we use your name as a reference on future jobs? YES ___ NO

Signature: *K. Stewart* Date: *10/8/10*