

Surface Solutions, Inc.

Specialists in High Performance Polymer Floor
 -----Industrial-----Commercial-----

5693 W. 73rd St., Indianapolis, IN 46278
Phone: 1-866-858-4080 / Fax: 317-388-8010
www.surface-solutions.com

Customer Survey

Customer: Moore Restoration – Lynn Janitz

Date: _____

Project Manager: Aaron Gilbert

Foreman: Johnathan Hindle

We would be grateful if you could spare a few minutes to complete this Customer Satisfaction Survey to help us ensure that our standard of customer care exceeds expectations wherever possible.

Topic	1	2	3	4	Comments/Suggestions
What is your overall satisfaction with Surface Solutions?	x				
How do you rate our overall responsiveness?	x				
How do you rate our overall professionalism?					
How do you rate Surface Solutions products and services and did they meet your needs and expectations regarding quality and performance?	x				
How do you rate Surface Solutions approach to quality management to ensure complete customer satisfaction?	x				
Did you experience any problems with Surface Solutions?					A couple small issues that were addressed immediately
If you contacted us, did we respond in a timely manner?	x				
Did the Surface Solutions team keep the job site clean?	x				
Would you recommend Surface Solutions to others?	x				
<i>Please check the appropriate box to indicate your degree of satisfaction: 1 – Excellent, 2 – Good, 3 – Satisfactory, 4 – Poor</i>					

Please comment on our Project Manager & Job Site Foreman: Aaron Gilbert was pleasure to work with; and what I like most is that for a young guy he is willing to admit when he does not have the answer; rather that trying B.S. his way through. _____

We thank you for taking the time to allow us to improve our business!

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Steven Hess

President/Owner