

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: Lord Corp – Larry Polese

Date: August, 2011 _____

Project Manager: Amy Jordan

Foreman: Rick Jones

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				Excellent in all areas
How do you rate our overall responsiveness?	x				The response time could not have been better
How do you rate our overall professionalism?	X				From Sales to installation we were treated with respect. They all wanted a satisfied customer
How do you rate Surface Solutions products and services and did they meet your needs and expectations regarding quality and performance?	x				We have some history with SS so we knew going in that the job would be done right and would last
How do you rate Surface Solutions approach to quality management to ensure complete customer satisfaction?	X				Very good approach, straight forward, no BS
Did you experience any problems with Surface Solutions?	X				Minor items
If you contacted us, did we respond in a timely manner?	X				That is always a major plus for me, very timely.
Did the Surface Solutions team keep the job site clean?		x			Could have been better
Would you recommend Surface Solutions to others?	X				I would do that without a second thought
<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: Amy has always been a professional in her approach and very pleasant to deal with. She is tuned to the customer's needs and keeps them well informed during the process. I appreciate the effort she puts forward and it shows in the results. I don't get that with other contractors. Good people are an asset to any company and she is doing your company proud. Rick's on site crew did a great job for us and took great care to make sure we were happy with the end result. We were. Probably a little to much dust created, but I know it is part of the process. Not a deal breaker by any means. I think the crew as a whole is to be complimented on the fine work they left us with. Our managers were very happy with the finished product. I know you are supposed to include some negative feedback with the positive but can't honestly come up with anything. Please keep up the quality work and with these two quality people on staff you should rest easy at night. Thanks, LP _____

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

Steven Hess

President/Owner