

NOBODY KNOWS US LIKE YOU DO!

Because our goal is to build a reputation for satisfying customers, we would appreciate your evaluation and comments on how we are doing. We hope that your comments will help us to do a better job this year and beyond.

1. How do you rate your overall experience with our company?

Excellent___ Good___ Average___ Poor___ Unsatisfactory___

2. Did our Salesman / Project Manager keep you informed about the progress of your home during construction?

Excellent___ Good___ Average___ Poor___ Unsatisfactory___

3. Were you kept informed of changes in cost during construction?

Excellent___ Good___ Average___ Poor___ Unsatisfactory___

4. Are you satisfied with the quality of construction of your home?

Excellent___ Good___ Average___ Poor___ Unsatisfactory___

5. Have our employees fully corrected any defects which you may have reported?

Excellent___ Good___ Average___ Poor___ Unsatisfactory___

6. How would you rate our employees on:

Courtesy: Excellent___ Good___ Average___ Poor___ Unsatisfactory___

Skill: Excellent___ Good___ Average___ Poor___ Unsatisfactory___

Language: Excellent___ Good___ Average___ Poor___ Unsatisfactory___

Jobsite 'Housekeeping': Excellent___ Good___ Ave.___ Poor___ Unsatisfactory___

7. Were you satisfied with the condition of your home at time of turnover? _____

8. Was your project completed on schedule?

Yes_____ No_____

9. Have we responded promptly to any complaints?

Excellent_____ Good_____ Average_____ Poor_____ Unsatisfactory_____

10. What has been the most positive aspect of your dealings with our company?

11. What has been the most negative aspect of your dealings with our company?

12. What else should we know to do our job better?

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Thank you for taking the time to complete this survey. It will be invaluable to us in our efforts to improve our service.

Signed _____