

Your opinion is important to us. Please help us maintain our high standard of quality service by answering the following questions. Return it to our office and receive an instant \$5 rebate on today's service. *Please rate your satisfaction on the following:*

| | Completely Satisfied | Satisfied | Unsatisfied | Completely Unsatisfied | |
|-------------------------------|----------------------|-----------|-------------|------------------------|---|
| 1. Our phone representative | 1 | 2 | 3 | 4 | Of these 4 satisfaction ratings, which one is the most important to you? <u>2</u> |
| 2. How the work was performed | 1 | 2 | 3 | 4 | |
| 3. Our employee appearance | 1 | 2 | 3 | 4 | |
| 4. Our employee attitude | 1 | 2 | 3 | 4 | |

Did our employee(s) protect your flooring from tools, etc.? Yes No

Did our employee(s) wear protective shoe coverings? Yes No

The total was... more than expected ___ about right less than expected ___

Would you use us again? Yes No ___ Maybe ___

Would you refer us to a friend? Yes No ___ Maybe ___ Absolutely!

Additional Remarks Both Chris & Elaine were extremely

knowledgeable, they made me feel at ease knowing

the job would be done correctly

plus your rates are not inflated which is a comfort

to us as most of us are cost conscious.

Customer Name: Ulysses & Diamon

Date: 5/28/10

Amigotia

Ulysses Arizotia
21 Greenhurst Rd
West Hartford, CT

06107

PLEASE INCLUDE YOUR RETURN ADDRESS



Hart Electric Residential Services
381 Governor's Highway
South Windsor, CT 06074

