

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 | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. How the work was performed | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Our employee appearance | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Our employee attitude | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Of these 4 satisfaction ratings, which one is the most important to you? #2

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

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

The price 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 ___

Additional Remarks one of the reasons I used your services was the letters received from Carol Hart that weren't about electrical services. Clever.

May we use your name as a reference? Yes No

Do you have any recommendations as to how we can improve our service to you in the future?

can't think of any. good team! very knowledgeable.

Customer Name: James A. Smalley Date: 9/25/06

S

Mr. James Smeallie

164 Hilton Dr
South Windsor, CT 06074

HARTFORD CT 061

26 SEP 2006 PM

125 PM

5350

7377



00.24

MAILED FROM ZIP CODE 06074

PLEASE INCLUDE YOUR RETURN ADDRESS

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

00

