



# Customer Satisfaction Survey

Dear Valued Patron,

Nationwide 1,000's of homeowner's experience damage to the home on a daily basis. Though it is an unfortunate situation for anyone to experience, we at ServiceMaster by Restoration Contractors are dedicated to help remedy the damage and circumstances. We are thankful that you allowed us the opportunity to help restore your home. As an ongoing practice we strive to maintain and improve our high standards of quality workmanship and exemplary customer service.

Your input can help us in our pursuit of excellence. We value your patronage and your opinions.

Please complete the form the following survey to help us evaluate our effectiveness at meeting your needs and expectations...

Name: Sara Hecker

Agency: Terry Anderson

Address: 12820 Canyon Blvd

Agent: Terry Anderson

Nature & Date of Loss: Dec. 2018

Insurance Carrier: State Farm

Please rate the following areas of service 1 through 10 (please circle w/10 being the highest)

- Promptness of our response 1-2-3-4-5-6-7-8-9-10
- Courtesy of our technicians 1-2-3-4-5-6-7-8-9-10
- Quality of workmanship 1-2-3-4-5-6-7-8-9-10
- Communication between our staff and you 1-2-3-4-5-6-7-8-9-10
- Satisfaction of completed job 1-2-3-4-5-6-7-8-9-10

Based on your experience throughout this situation – please circle your response:

Would you be likely to recommend ServiceMaster by Restoration Contractors to others?

Yes  No

Did you and your family feel secure with the presence of our staff?

Yes  No

Based on your experience with this loss – will you be renewing your existing homeowner's policy?

Yes  No

Additional Comments:

I could not have a better group working in my house. Extremely pleased -

Signature Sara Hecker

Date Sept 5, 2018