

6/09 File



QUALITY QUESTIONNAIRE

Thank You for Your Business!!

How did we do? Please take a few moments to complete and return this Questionnaire. We value your business and want to continue to provide an exceptional level of service to our customers. The only way we can serve you better is to understand our strengths and weaknesses. If you would like to speak to us personally about any aspect of your job please feel free to take this time, or you may call our office at 480-970-5424.

Thank you again for your time and valuable opinions.

Capstone Group

	Completely Agree	Mostly Agree	Somewhat Agree	Mostly Disagree	Completely Disagree
Name: <u>Suzi Glickman</u>					
Address: <u>4625 E. Jaeger Rd.</u>					
How did you hear about us? <u>referred by State Farm Insur.</u>					
1. Our employees were polite and professional.	X				
2. Our estimator explained what needed to be done to repair your property.	X				
3. The repairs were done in a timely matter.	X				
4. Our employees communicated throughout the claim.	X				
5. The sub-contractors were polite and professional.					
6. I was pleased with the craftsmanship and quality of work.	X				
7. I was kept informed of the progress of repairs needed.		X			
8. My Project Manager worked well with my Insurance Company.					
9. I would refer Capstone Construction to neighbors and friends.	X				
10. I would use Capstone again if needed.	X				

Comments:

I was very happy with Bryan.
Thank you,
Suzi