

# CONSUMER CONSTRUCTION, INC.

COMPLETE EXTERIOR SPECIALIST

## Customer Satisfaction Survey

Name: JAN Date: 4/23/16  
 Address: Fairfax, VA 22030

By filling out this survey you are not only letting us know how we did on your job, but helping us to provide a better service to our future customers. We truly would appreciate it if you would take a few minutes to fill this out and send it back!

	Bad	Good	Great
The salesperson was able to answer questions pertaining to my job, in particular questions related to products to be used, installation methods, and warranty information.	1	2	3 4 5
The office staff was responsive to my needs and helpful with my general questions.	1	2	3 4 5
Consumer Construction presented a professional image both in person and over the telephone.	1	2	3 4 5
The finished job met the standards described in my agreement with Consumer Construction.	1	2	3 4 5
Consumer Construction showed respect for my time.	1	2	3 4 5
Consumer Construction showed proper care and concern for my property.	1	2	3 4 5
The job was completed in a reasonable time frame given limitations due to weather and special order products.	1	2	3 4 5
Overall, I was satisfied with the product and service provided and would recommend Consumer Construction to friends and family.	1	2	3 4 5
<b>If a repair:</b> The service fee was a fair price for the work completed.	1	2	3 4 5
The conditions were clearly conveyed at the time of my initial phone call.	1	2	3 4 5 N/A

What could Consumer Construction have done differently to improve upon your remodeling project? nothing - absolutely satisfied

Great public relations!

In relation to the quality of service and product you received, how do you feel about the total cost of your project? price was very reasonable

What was it about Consumer Construction that made you feel confident we were the right contractor for your job? I met the owner (Mark) when he was in my neighborhood checking on a job in progress. He asked if they could fix a broken down spout on my house. Mark walked over and

said he could, we agreed on a price. He immediately drove to Home Depot to get a part and fixed my gutter. It looks great. I was impressed when it

Please feel free to write any additional comments on your experience with Consumer Construction whether they refer to room for improvement or areas where we excelled.

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Please mail this survey back using the pre-paid envelope to 14841 Build America Dr. Woodbridge, VA

22191 or fax to (703) 491-7642.

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