



# Painter Report Card

Customer Jim & Sue Leute

Date 5/23/15 Phone

Dear Friend,

Now that your project is complete, would you please rate your experience with us? And thanks again for letting us serve you.

Yours truly,

Pete Curtis, President

Madison Brush Works, Inc.

## First Impressions

Phone etiquette: Were your calls returned promptly and handled professionally?

On the phone, and when we visited your home, do you feel we listened to you?

Were all your concerns clearly addressed?

Was your written proposal easy to understand?

## During the Work

Did we show up when promised and on time?

Were we clean, careful and considerate in your home?

Were you satisfied with the quality of the workmanship?

Did you feel comfortable with our painters in your home?

## Final thoughts

Would you recommend our service to a friend?

Would you use our service again?

What can we add, change, or improve to give you better service?

Keep doing exactly what you're doing! You've got a highly professional operation with outstanding service, quality and value.

May we share your comments with others? Yes X No

If so, may we include:

Your name, comment, photos of work on our web page, or mailing? Yes X No

Your name, comment, photos of work, phone # on our reference sheet? Yes X No

Excellent	Good	Fair	Poor
X			
X			
X			
X			
X			
X			
X			
X			
X			