

STATEWIDE FENCE BUILDERS INC.



Customer Quality Audit

Thank you for contacting our company and giving us the opportunity to work with you on your project. If we can be of help in the future, please call us! We're always available to discuss your needs.

We take pride in our work and are constantly striving to maintain our high quality. Would you help us by taking a minute to answer the following questions? Your comments are valuable and will help us serve you better in the future. **Thank you.**

How did you originally hear of our products?

From a co-worker

Were our workers courteous?

Yes No

Did we do everything we agreed to do?

Yes No

Were we responsive to your needs?

Before the job Yes No

During the job Yes No

After the job Yes No

Were you satisfied with the price and value of the job we did?

Yes No

Was the job...

started on time? Yes No

completed on time? Yes No

left clean? Yes No

Were you pleased with the quality of our work?

Yes No

Would you consider us for future projects?

Yes No

We invite you to write in any additional comments:

Wonderful job - Great work, we are very pleased with the completed fence

May we use your name as a reference on future jobs?

Yes No

Signature

Christie P. [Redacted]

Phone:

"You'll get nothing but the best from Statewide."

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How did you originally hear of our products?

Previous customers, BBB website

Were we responsive to your needs?

Before the job Yes No

During the job Yes No

After the job Yes No

Was the job...

started on time? Yes No

completed on time? Yes No

left clean? Yes No

Were our workers courteous?

Yes No

Did we do everything we agreed to do?

Yes No

Were you satisfied with the price and value of the job we did?

Yes No

Were you pleased with the quality of our work?

Yes No

Would you consider us for future projects?

Yes No

We invite you to write in any additional comments:

You are a great group of people to do business with, and I won't hesitate to recommend you to my friends.

please give email address only, not my phone number

May we use your name as a reference on future jobs?

Yes No

earl@earlgladue.com

Signature

Earl Gladue

Phone:

[Redacted]

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How did you originally hear of our products?

Were we responsive to your needs?

- Before the job Yes No
During the job Yes No
After the job Yes No

Was the job...

- started on time? Yes No
completed on time? Yes No
left clean? Yes No

Were our workers courteous?

- Yes No

Did we do everything we agreed to do?

- Yes No

Were you satisfied with the price and value of the job we did?

- Yes No

Were you pleased with the quality of our work?

- Yes No

Would you consider us for future projects?

- Yes No

We invite you to write in any additional comments:

Very Happy

May we use your name as a reference on future jobs?

- Yes No

Signature

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How did you originally hear of our products?

*Saw a new fence
installation*

Were we responsive to your needs?

Before the job Yes No

During the job Yes No

After the job Yes No

Was the job...

started on time? Yes No

completed on time? Yes No

left clean? Yes No

Were our workers courteous?

Yes No

Did we do everything we agreed to do?

Yes No

Were you satisfied with the price
and value of the job we did?

Yes No

Were you pleased with the quality of our work?

Yes No

Would you consider us for future projects?

Yes No

We invite you to write in any additional comments:

Great job!

May we use your name as a reference on future jobs?

Yes No

Signature

Ada C. [Redacted]

Phone:

401 - [Redacted]

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How did you originally hear of our products?

Were we responsive to your needs?

- Before the job Yes No
During the job Yes No
After the job Yes No

Was the job...

- started on time? Yes No
completed on time? Yes No
left clean? Yes No

Were our workers courteous?

- Yes No

Did we do everything we agreed to do?

- Yes No

Were you satisfied with the price and value of the job we did?

- Yes No

Were you pleased with the quality of our work?

- Yes No

Would you consider us for future projects?

- Yes No

We invite you to write in any additional comments:

I was very pleased with the skill of your crew installing the fence under difficult sitting. They did a great job!

Pete [Redacted]

May we use your name as a reference on future jobs?

- Yes No

Signature

Phone:

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How did you originally hear of our products?

RI Home Show

Were our workers courteous?

Yes No

Did we do everything we agreed to do?

Yes No

Were we responsive to your needs?

Before the job Yes No

During the job Yes No

After the job Yes No

Were you satisfied with the price and value of the job we did?

Yes No

Was the job...

started on time? Yes No

completed on time? Yes No

left clean? Yes No

Were you pleased with the quality of our work?

Yes No

Would you consider us for future projects?

Yes No

We invite you to write in any additional comments:

From the booth at the home show

to the foreman on the job everything was outstanding. I have done a lot of renovations in the past two years, Statewide was ~~one of~~ ^{by far} one of the best contractors I have worked with.

May we use your name as a reference on future jobs?

Yes No

Signature

Michael [redacted]

Phone:

401 [redacted]

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How did you originally hear of our products?

Yellow pages

Were our workers courteous?

Yes No

Did we do everything we agreed to do?

Yes No

Were we responsive to your needs?

Before the job Yes No

During the job Yes No

After the job Yes No

Were you satisfied with the price and value of the job we did?

Yes No

Was the job...

started on time? Yes No

completed on time? Yes No

left clean? Yes No

Were you pleased with the quality of our work?

Yes No

Would you consider us for future projects?

Yes No

We invite you to write in any additional comments:

Your staff was very professional and did an excellent job. Our neighbors were all impressed with the way that fence was put up and the workmanship

May we use your name as a reference on future jobs?

Yes No

Signature

Robert F. [Redacted]

Phone:

[Redacted]

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How did you originally hear of our products?

Home Show - Pro.

Were we responsive to your needs?

Before the job Yes No

During the job Yes No

After the job Yes No

Was the job...

started on time? Yes No

completed on time? Yes No

left clean? Yes No

Were our workers courteous?

Yes No

Did we do everything we agreed to do?

Yes No

Were you satisfied with the price and value of the job we did?

Yes No

Were you pleased with the quality of our work?

Yes No

Would you consider us for future projects?

Yes No

We invite you to write in any additional comments:

We were very pleased with all aspects of fencing in our yard. All Statewide employees were exceptional. Thank you for a great job done

May we use your name as a reference on future jobs?

Yes No

Signature

Donna [Redacted]

Phone:

508- [Redacted]

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How did you originally hear of our products?

Saw many beautiful fences
w/ your logo

Were we responsive to your needs?

Before the job Yes No
During the job Yes No
After the job Yes No

Was the job...

started on time? Yes No
completed on time? Yes No
left clean? Yes No

Were our workers courteous?

Yes No

Did we do everything we agreed to do?

Yes No

Were you satisfied with the price
and value of the job we did?

Yes No

Were you pleased with the quality of our work?

Yes No

Would you consider us for future projects?

Yes No

We invite you to write in any additional comments:

We LOVE our fence,
and all our neighbors really comment on
the look and quality. The installation
was perfect - there's nothing to improve.
As for quality - there is none better than
Statewide!

May we use your name as a reference on future jobs?

Yes No

Signature

[Handwritten Signature]

Phone:

5/24/06

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Were you satisfied with the price and value of the job we did?

Yes No

Was the job...

started on time? Yes No

completed on time? Yes No

left clean? Yes No

Were you pleased with the quality of our work?

Yes No

Would you consider us for future projects?

Yes No

We invite you to write in any additional comments:

*I have already recommended
Statewide to some of my friends.
Quality Work and Product !!*

May we use your name as a reference on future jobs?

Yes No

Signature

[Handwritten Signature]

Phone:

401 [Redacted]

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