

Hello,

First of all, **thank you for your business.** Your trust in us is deeply appreciated, and we will always work hard to maintain that trust.

Toward that end, we conduct periodic reality checks, to make sure we're doing all we can to keep you satisfied. If you would do us the favor of answering a few quick questions, we promise to give your answers careful consideration in an ongoing effort to better meet your needs.

1. How are we doing? (Please circle one)

Our product:	Excellent	Good	Fair	Poor	Not Applicable
Our service:	Excellent	Good	Fair	Poor	Not Applicable
Our price:	Excellent	Good	Fair	Poor	Not Applicable
Overall:	Excellent	Good	Fair	Poor	

2. Have you had a problem with us that has remained unresolved? Yes No

If yes, please give us a chance to make things right by describing the problem.

3. Would you recommend us to a friend or neighbor? Yes No

Please tell us why you would or would not recommend us.

4. Do you have any suggestions for ways we can improve?

5. Your name and telephone number (optional, but necessary if you want a response).

Thank you for your time!

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