

Quality Scale Survey for JWI Restoration

Name: Aileen [REDACTED]

JWI Restoration would appreciate you taking the time to complete this form. The purpose of this survey is to gain a more thorough understanding of how we are performing. Your feedback is vitally important to our ability to enhance the quality of service to you and future clients. Please take a few minutes to grade our performance on your project. Enclosed is postage paid envelope for your convenience.

Thank You for your time.

JWI Restoration, Inc.

0	1	2	3	4
Poor	Fair	Good	Very Good	Excellent

Description	Scale
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1 Was JWI organized and professional?	0 1 2 3 4
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Comments: Professional, kind, did exactly what they said, thorough, honest, efficient... terrific!

2 Did the JWI staff communicate effectively?	0 1 2 3 4
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Comments: I was always at work so was never home yet I feel I had easy access to Shannon at all times

3 Were our employees knowledgeable of their job?	0 1 2 3 4
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Comments: Big time

4 Was the product or material as specified?	0 1 2 3 4
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Comments:

5 Did JWI staff address and resolve problems effectively?	0 1 2 3 4
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Comments: Effectively, efficiently, and immediately - awesome job

6 If you refer JWI, how strong would your referral be?	0 1 2 3 4 (+)
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Comments: Ref - you will see when I send you a personal letter and recommendation I

Please use the back for any additional comments or concerns: am working on

Shannon is the ultimate and it was my pleasure working with him and I am

So grateful that the firemen
Recommended JW1. I ~~could~~ could
NOT have made a Better choice.

I will Get your personal
letter in the mail as soon as
POSSIBLE

I thank you all

Cuee