



Our Report Card

Thank you for choosing Perma-Seal Basement Systems. In an ongoing effort to improve our customer service we ask that you complete this questionnaire. Once completed, please return to your foreman or if you would feel more comfortable, submit to us in the pre-paid envelope.

Was your initial call for an estimate answered promptly and courteously? Yes No

Comments: he was prompt and polite to my little kids

Was your foundation given a thorough inspection, inside and outside? Yes No

Comments: _____

Did our consultant listen to your issues, offer recommendations and explain them to your satisfaction? Yes No

Comments: _____

What was the main reason you hired Perma-Seal instead of another company? good company name

Did you find our service office staff helpful and friendly when you called to schedule your job? Yes No

Comments: one of the best customer service I ever had

Did the installation crew arrive within the specified time period? Yes No

Comments: _____

Was the installation crew friendly and courteous? Yes No

Comments: Yes, he was so polite, and helpful.

Was the work area left clean to your satisfaction? Yes No

Comments: He was excellent - very professional and took care as if it was his own home!!

Was the quality of Perma-Seal's work higher or lower than your expectation? Higher Lower

Please explain: The customer service of most companies is not very good. Also, the time period of work was exact, I have had many people w/ other companies so late or never show up.

May we have your e-mail address to provide you with up-to-date product information and our newsletter?

(E-mail addresses you provide to Perma-Seal will not be disclosed or distributed in any way.)

May we use you as a reference? Yes What form of payment will you be using today? Cash Check Cr. Card

Foreman <u>David C.</u>	Office Use Only		
Operator: _____	Crew <u>[Signature]</u>	Consultant: _____	Acct #: _____

PRABHAKAR ^NIRANJANI
Chicago IL 60607

side of this sheet for additional comments.
t - Downers Grove, Illinois 60515
800-421-7325