



# 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.

Was your initial call for an estimate answered promptly and courteously?

Yes  No

Comments: I have nothing but praise for Perma-Seal

Was your foundation given a thorough inspection, inside and outside?

Yes  No

Comments: And he was very patient -

Did our consultant listen to your issues, offer recommendations and explain them to your satisfaction?

Yes  No

Comments: Again, the virtue of patience appeared -

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

Reputation  
Quality of workmanship. Employees are fantastic to deal with

Did you find our service office staff helpful and friendly when you called to schedule your job?

Yes  No

Comments: They were all so nice and helpful

Did the installation crew arrive within the specified time period?

Yes  No

Comments: Yes, and it was such a pleasant experience.

Was the installation crew friendly and courteous?

Yes  No

Comments: The crew introduced themselves - very nice to see

Was the work area left clean to your satisfaction?

Yes  No

Comments: Extremely clean - I couldn't thank them enough!

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

Higher  Lower

Please explain: If higher is possible I don't know how high to go!  
I couldn't thank the crew that worked on my house enough -  
The gentlemen were just that - GENTLEMEN - meticulous work

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?

What form of payment will you be using today?

Cash  Check  Cr. Card

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

Please use the reverse side of this sheet for additional comments.