



Our Report Card

A+

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: _____

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? Was recommended by Mother's Life.

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

Comments: They were so likeable, courteous & well-mannered

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

Comments: Belongs here - I was referring to Juan & Co. (Rigo)

Was the installation crew friendly and courteous? Yes No

Comments: Very friendly - Very Courteous

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

Comments: Beyond my expectations - Clean as a whistle

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

Please explain: Was ready to answer any questions posed to them.

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

Office Use Only		
Foreman <u>Juan C.</u>	Crew <u>Rigo</u>	
Operator:	Consultant:	Acct. #:

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

VAUGHAN SYLVIA & TOM Downers Grove, Illinois 60515
 Chicago IL 60630 800-421-7325