

Customer Satisfaction Survey

Phil Milana Construction Co.

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El Cajon, CA 92019
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Lic# 432344

Date: June 13, 2000

Client: Herb Hotaling & Alpha

Address: - Available Upon Request

City, State, ZIP Poway, Ca. 92064

Project name: Laminite Flooring/Oak Doors/Oak Base

Dear Herb,

Thank you for the opportunity to work on your project. We are glad you called upon us and hope that if future needs arise you will call us again.

We hope the quality of our work pleased you. Any input you have regarding our performance would be greatly appreciated. Your comments are an important part of our quality assurance program. Would you please take the time to fill out this form so that future clients will gain from your and our experience?

Were your needs met promptly?

Before the job Yes No
During the job Yes No
After the job Yes No

Did the project . . .

start on time? Yes No
complete on time? Yes No
finish cleanly? Yes No

Were our workers/subs courteous?

Yes No
Very

Did we fulfill our agreements?

Yes No

Did you receive the value you expected?

Yes No

Was the quality of the work as expected?

Yes No

Will you consider us for future projects?

Yes No

Please write in any additional comments . . .

HERBERT HOTALING, Architect (ret.)
Emeritus of the A.I.A.
Studio, 12845 Indian Trail
Poway CA 92064
(858) 497 3182
h-holing@home.com

Artisan Wood Turner

May we use your name as a reference on future jobs?

Yes No

No name or address on web

Signature

H. Hotaling

Date

15 June 00