



Phil Milana Construction Co., Inc.

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CUSTOMER SATISFACTION SURVEY

PHIL MILANA CONSTRUCTION COMPANY INC.

3525 Fern Canyon Road
Jamul, Ca. 91935

Date: December 05, 2007
Client: Richard and Betty Grothen
Street Address: 2120 Lindsay Michelle Drive
City, State, Zip: Alpine, CA. 91901
Project name: Remodel / Addition

Dear Richard & Betty :

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

Please write in any additional comments . . .

See attached

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

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

- Yes No

To whom it may concern:

December 05, 2007

We have now completed two major remodels of our house in Alpine. This major remodel project has been accomplished in an extremely professional manner. We were always confident that the project was worked on an agreed to schedule and the work crews attended the project on time and were on site consistently throughout the project. The project supervisors and crew were professional and courteous at all times. We were comfortable with all aspects and with a busy travel schedule we were confident the project was well managed regardless whether we were on site as owners. The workmanship and finish of the Milana Construction craftsmen is excellent. Any time there was a technical or quality question it was dealt with by Phil or his project supervisors immediately and professionally. I would not hesitate to recommend to anyone using the Milana Construction Company for any level of remodel or new construction.

Richard Grothen