



Phil Milana Construction Co., Inc.

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El Cajon, CA 92019

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**CUSTOMER SATISFACTION SURVEY**

Date: **December 15, 2004**

Client: **Helen Ahern**

Street Address: **6877 Murray Park Dr.**

City, State, Zip: **San Diego, CA. 92119**

Project name: **Addition**

PHIL MILANA CONSTRUCTION COMPANY INC.

2743 Blackbush Lane  
El Cajon, Ca. 92019

Dear Helen :

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 ... *(We are in that phase now)*

start on time?  Yes  No

complete on time?  Yes  No

finish cleanly?  Yes  No

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

Were our workers/subs courteous?

Yes  No

Please write in any additional comments ...

*All of your people were polite, very considerate of our suggestions - whether it was right or wrong. Jeff Ferraro and Eddie were extremely helpful. Everyone took pride in their work.*

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

Yes  No

Signature:

*Helen Ahern*

Date:

*12-20-04*