



License #: 432344

# Phil Milana Construction Co.

1385 Bitterbush Lane  
El Cajon, CA 92019

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## CUSTOMER SATISFACTION SURVEY

### PHIL MILANA CONSTRUCTION COMPANY

1385 Bitterbush Lane  
El Cajon, CA 92019  
[619] 588-1992

Date: March 31, 2001

Client: Amy & Gino Zuniga

Street Address: 9951 Lake Canyon Court

City, State, Zip: Santee, Ca. 92071

Project name: 2<sup>nd</sup> Story Exterior Stairs

Dear Amy & Gino :

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 we fulfill our agreements?

Yes  No

Did you receive the value you expected?

Yes  No

Did the project . . .

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

*Thank you so much, your work exceeded my expectations!! Job was very courteous and efficient. My kids thank you they love the new stairs!!*

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

Yes  No

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

5-10-01