

Kellogg's Painting Customer Survey

Thank you for choosing Kellogg's Painting. We hope that we have met your expectations and we would like to here your feedback. Please take a moment to fill out the customer survey below honestly, so that we can continue to improve upon our services. Please return the completed survey back to us in the self addressed stamped envelope that we have provided.

Please place a check mark in the box.

Please circle the type of project or projects below: Interior Exterior Deck	Exceeded Expectations	Met Expectations	Below Expectations
1. Initial phone contact?		✓	
2. Estimators visit?	✓		
3. Clarity of proposal?	✓		
4. Proposal delivery time?	✓		
5. Crew manners?	✓		
6. Crew efficiency?	✓		
7. Job site cleanliness?	✓		
8. Management of crew?	✓		
9. Company to client communication?	✓		
10. Job completion time?	✓		
11. Overall scheduling and timing?	✓		
12. Quality of materials?	✓		
13. Craftsmanship of work?	✓		
14. Project cost?	Yes	No	Thank You!
15. Would you recommend Kellogg's Painting? Circle			

Please write any additional comments below and/or customer testimonial:

<p>Tom was great throughout the process. We moved in a few weeks ago and have our house painted! Despite landscapers, delivery trucks, carpenters and UPS coming daily, Tom and his men were never bothered or slowed by the activities.</p>
<p>The house is fabulous - many neighbors requested Tom's #. They say the house should've been blue (not yellow) all along. Great job - highly recommend.</p>
<p>Name(Optional): KAREN FETTY 205 SCHNEIDER ROAD</p>
<p>Do we have your permission to share your comments(testimonial): Yes No</p>
<p>We look forward to receiving your feedback</p>

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6. Crew efficiency?	✓		
7. Job site cleanliness?	✓		
8. Management of crew?	✓		
9. Company to client communication?	✓		
10. Job completion time?	✓		
11. Overall scheduling and timing?	✓		
12. Quality of materials?	✓		
13. Craftsmanship of work?	✓	✓	
14. Project cost?		✓	
15. Would you recommend Kellogg's Painting? Circle	Yes	No	Thank You!

Please write any additional comments below and/or customer testimonial:

We were very pleased with every part of this experience. Everything was carefully explained. We like the fact that you use environmentally safe products.

Good Work.

Name(Optional): Dennis + Connie D'Alessandro

Do we have your permission to share your comments(testimonial): Circle Yes No

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6. Crew efficiency?	✓		
7. Job site cleanliness?	✓		
8. Management of crew?	✓		
9. Company to client communication?	✓		
10. Job completion time?	✓		
11. Overall scheduling and timing?	✓		
12. Quality of materials?	✓		
13. Craftsmanship of work?	✓		
14. Project cost?	✓		
15. Would you recommend Kellogg's Painting? Circle	<u>Yes</u>	No	Thank You!

Please write any additional comments below and/or customer testimonial:

<p style="font-size: 1.2em; margin: 0;">Very PROFESSIONAL. WORK WAS DONE AS PROMISED. COMPLETELY SATISFIED!</p>
<p>Name(Optional): <u>MYRON BUSH - KINGSTON NY</u></p>
<p>Do we have your permission to share your comments(testimonial): <u>Yes</u> No</p>
<p>We look forward to receiving your feedback</p>

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3. Clarity of proposal?	✓		
4. Proposal delivery time?		✓	
5. Crew manners?		✓	
6. Crew efficiency?		✓	
7. Job site cleanliness?	✓		
8. Management of crew? <i>Unk. (N/A)</i>			
9. Company to client communication?	✓		
10. Job completion time?	✓		
11. Overall scheduling and timing?	✓		
12. Quality of materials?	✓		
13. Craftsmanship of work?	✓		
14. Project cost?	✓		
15. Would you recommend Kellogg's Painting? Circle	(Yes)	No	Thank You!

Please write any additional comments below and/or customer testimonial:

My husband and I were very impressed with Kellogg's Painting. They were friendly, efficient & thorough & professional. They did a superb job with the exterior of our home.

We highly recommend them & plan on using the company in the future.

— Thanks for being a great contractor! ☺

Name(Optional): *Jodi & Mark Morello*

Do we have your permission to share your comments(testimonial): Circle (Yes) No

We look forward to receiving your feedback

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10. Job completion time?	✓		
11. Overall scheduling and timing?	✓		
12. Quality of materials?	✓		
13. Craftsmanship of work?	✓		
14. Project cost?	✓		
15. Would you recommend Kellogg's Painting? Circle	Yes	No	Thank You!

Please write any additional comments below and/or customer testimonial:

<p><i>The house looks great. Thanks for being so efficient. I will definitely recommend you to others.</i></p>	
Name(Optional):	<i>Patricia Shadick</i>
Do we have your permission to share your comments(testimonial):	Yes No
<p>We look forward to receiving your feedback</p>	

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7. Job site cleanliness?	✓		
8. Management of crew?			
9. Company to client communication?	✓		
10. Job completion time?	✓		
11. Overall scheduling and timing?	✓		
12. Quality of materials?	✓		
13. Craftsmanship of work?	✓		
14. Project cost?	✓		
15. Would you recommend Kellogg's Painting? Circle	<u>Yes</u>	No	Thank You!

Please write any additional comments below and/or customer testimonial:

<i>Nice Job!</i>	
Name (Optional): <i>Mike Hayes</i>	
Do we have your permission to use your name and phone number as a reference: <u>Yes</u> No	
Do we have your permission to share your comments(testimonial): <u>Yes</u> No	
We look forward to receiving your feedback	

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6. Crew efficiency?	✓		
7. Job site cleanliness?	✓		
8. Management of crew?	/		
9. Company to client communication?	/		
10. Job completion time?	/		
11. Overall scheduling and timing?	/		
12. Quality of materials?	✓		
13. Craftsmanship of work?	/		
14. Project cost?	/		
15. Would you recommend Kellogg's Painting? Circle	Yes	No	Thank You!

Please write any additional comments below and/or customer testimonial:

An Excellent job, more than met our expectations,	
Would highly recommend Kelloggs Painting,	
A great job.	
Name(Optional):	
Do we have your permission to share your comments(testimonial): Circle <input checked="" type="radio"/> Yes No	
We look forward to receiving your feedback	

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Please circle the type of project or projects below: Interior <input type="radio"/> Exterior <input checked="" type="radio"/> Deck	Exceeded Expectations	Met Expectations	Below Expectations
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8. Management of crew?	✓		
9. Company to client communication?	✓		
10. Job completion time?		✓	
11. Overall scheduling and timing?		✓	
12. Quality of materials?		✓	
13. Craftsmanship of work?		✓	
14. Project cost?		✓	
15. Would you recommend Kellogg's Painting? Circle	<input checked="" type="radio"/> Yes	<input type="radio"/> No	Thank You!

Please write any additional comments below and/or customer testimonial:

<p><i>We were very pleased with all aspects of the project, Tom was very polite + easy to talk with. He was exceptionally conscientious about quickly returning phone calls + providing requested information. He was very punctual arriving arriving at the work site + kept the area neat. He also offered some good tips on a different staining project I decided to do myself. I have no hesitation recommending him.</i></p>
<p>Name(Optional): <i>Tom Calisti</i></p>
<p>Do we have your permission to share your comments(testimonial): <input checked="" type="radio"/> Yes <input type="radio"/> No</p>
<p style="color: red;">We look forward to receiving your feedback</p>

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9. Company to client communication?	✓		
10. Job completion time?	✓		
11. Overall scheduling and timing?	✓		
12. Quality of materials?	✓		
13. Craftsmanship of work?	✓		
14. Project cost?			
15. Would you recommend Kellogg's Painting? Circle	Yes	No	Thank You!

Please write any additional comments below and/or customer testimonial:

Tom was great to work with. They worked fast + efficient! Thank you so much we love the way the paint looks!	
Name(Optional): Kristin Osterhoudt	
Do we have your permission to share your comments(testimonial): Yes No	
We look forward to receiving your feedback	

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10. Job completion time?	✓		
11. Overall scheduling and timing?	✓		
12. Quality of materials?	✓		
13. Craftsmanship of work?	✓		
14. Project cost?	✓		
15. Would you recommend Kellogg's Painting? Circle	Yes	No	Thank You!

Please write any additional comments below and/or customer testimonial:

Tom,
an excellent job on our porch. Thank
you for your professionalisim and courtesy
throughout the process.
Sincerely
Larry Spurr
11 Walnut St.
Catskill, NY 12014
Name(Optional):
Do we have your permission to share your comments(testimonial): Circle <input checked="" type="radio"/> Yes No
We look forward to receiving your feedback

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5. Crew manners?	X		
6. Crew efficiency?	X		
7. Job site cleanliness?	X		
8. Management of crew?	X		
9. Company to client communication?	X		
10. Job completion time?	X		
11. Overall scheduling and timing?	X		
12. Quality of materials?	X		
13. Craftsmanship of work?	X		
14. Project cost?		X	
15. Would you recommend Kellogg's Painting? Circle	Yes	No	Thank You!

Please write any additional comments below and/or customer testimonial.

Name(Optional): <u>RISHA YANDURS</u>
Do we have your permission to share your comments(testimonial): Circle <u>Yes</u> No
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11. Overall scheduling and timing?	✓		
12. Quality of materials?	✓		
13. Craftsmanship of work?	✓		
14. Project cost?		✓	
15. Would you recommend Kellogg's Painting? Circle	<u>Yes</u>	No	Thank You!

Please write any additional comments below and/or customer testimonial:

<p style="font-size: 1.2em;">We were very pleased with every part of this experience. Everything was carefully explained. We like the fact that you use environmentally safe products.</p> <p style="font-size: 1.2em; text-align: center;">Good Work.</p>
<p>Name(Optional): <u>Dennis + Connie D'Alessandro</u></p>
<p>Do we have your permission to share your comments(testimonial): Circle <u>(Yes)</u> No</p>
<p style="color: red; font-size: 0.9em;">We look forward to receiving your feedback</p>

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12. Quality of materials?		✓	
13. Craftsmanship of work?		✓	
14. Project cost?		✓	
15. Would you recommend Kellogg's Painting? Circle	Yes	No	Thank You!

Please write any additional comments below and/or customer testimonial:

Professional, efficient + friendly. - wonderful job.	
Name(Optional): Kami + William Pace	
Do we have your permission to share your comments(testimonial):	Yes No
We look forward to receiving your feedback	

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12. Quality of materials?	✓		
13. Craftsmanship of work?	✓		
14. Project cost?	✓		
15. Would you recommend Kellogg's Painting? Circle	Yes	No	Thank You!

Please write any additional comments below and/or customer testimonial:

We are very pleased with the quality of work, professionalism and timeliness. We will be asking kellogg's back for our future painting needs and will recommend friends and family to their excellent services. It was a pleasure.

Name(Optional): VICTORIA WIDICAN

Do we have your permission to share your comments(testimonial): Circle Yes No

We look forward to receiving your feedback

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12. Quality of materials?	✓		
13. Craftsmanship of work?	✓		
14. Project cost?	✓		
15. Would you recommend Kellogg's Painting? Circle	Yes	No	Thank You!

Please write any additional comments below and/or customer testimonial:

OUR HOUSE LOOKS FANTASTIC. THANK YOU!	
Name(Optional): <u>Katie Vorwath</u>	
Do we have your permission to share your comments(testimonial): <u>Yes</u> No	
We look forward to receiving your feedback.	

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2. Estimators visit?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Clarity of proposal?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Proposal delivery time?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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6. Crew efficiency?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Job site cleanliness?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Management of crew?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Company to client communication?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Job completion time?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Overall scheduling and timing?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
12. Quality of materials?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Craftsmanship of work?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14. Project cost?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15. Would you recommend Kellogg's Painting? Circle	<input checked="" type="radio"/> Yes	<input type="radio"/> No	Thank You!

Please write any additional comments below and/or customer testimonial:

Tom and his crew did a professional job and paid attention to detail with their work	
Name(Optional):	Matt Pibitt
Do we have your permission to share your comments(testimonial):	<input checked="" type="radio"/> Yes <input type="radio"/> No
We look forward to receiving your feedback	