

# PLEASE HELP US IMPROVE SIR Inc. CUSTOMER SERVICE SURVEY FORM

Your First name: Jennifer

Date of service: 5/2015 City and State: Roswell, GA

	Excellent	Good	Fair	Poor
Office staff was courteous and helpful.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff provided complete, accurate information for you.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A timely response was provided.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our construction team was professional and courteous.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Our construction team made you feel safe and were clean.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My overall experience with SIR Inc.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate the name(s) of any staff or worker you would like to commend:  
Bernadette in the office is very nice and as responsive as she can be. She was patient and helpful and the information that she provided me was invaluable.

The gentleman that I spoke with (Manager or owner I think) was very understanding about our situation with a 30 year old home that was not in compliance but would have required cutting into the house around windows that most likely will be replaced in the next few years. He was flexible in working with us and I appreciate it.

If you feel we fell short in meeting your service expectations, please describe the situation, including the name of the person involved and the date of the incident occurred:

I think that the overall experience was a good one. I do wish that it is possible to have the estimator come back on site. We had a very visible spot that I know we had spoken about repairing but it was not in the bid but instead something we could not see was listed....when it said the general area we thought it was the highly visible spot but when the construction team announced they were leaving I clearly saw it was still not addressed and then had to negotiate to get it fixed before the crew left. The SIR team does a great job, just not feeling so silly as a homeowner would be nice.

As a result of your experience with us, what service-related improvement can you recommend?

The only thing I wish was different was what I mentioned above. I would recommend SIR for all stucco home owners and plan to continue the bond as long as we are in our home.

We thank you for your time; please kindly mail back this form or fax back to 678-866-2524