

DICKSON CONTRACTORS INC.

5420 Newport Drive #50
Rolling Meadows, IL 60008
(847) 577-8730
IL Lic. # 104004625

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Deb Trandel
629 N. Chestnut Ave.
Arlington Heights, IL 60004

Dear Deb,

Upon completion of installation, we would like to take a moment and thank you for selecting Dickson Contractors Inc. for your home improvement needs. We would appreciate it if you could take a moment to fill in the following information and return it to us in the Self-addressed stamped envelope provided. This information will help us to better serve our future customers.

Did you have a fast response to your initial phone call?

Yes ☒ No ☐ Comment: _____

Was your estimate done within a satisfactory time frame?

Yes ☒ No ☐ Comment: _____

Were all your questions answered to your satisfaction regarding materials, workmanship, the company, etc...?

Yes ☒ No ☐ Comment: _____

Why did you choose Dickson Contractors Inc.?

Comment: You returned with a response to my initial inquiry very quickly.

Were our workmen courteous and careful in regards to your property?

Yes ☒ No ☐ Comment: _____

Did our workmen clean-up sufficiently upon completion of your job?

Yes ☒ No ☐ Comment: _____

What could we do to improve our customer service?

Comment: _____

May we use your home as a reference for future customers to look at?

Yes ☒ No ☐ Comment: _____

Overall how would you rate your experience with Dickson Contractors, Inc?

Poor ☐ Fair ☐ Good ☐ Excellent ☒

Comment: Caru, Mark and Susan were more than patient with all my questions, and extremely helpful with the insurance side of the situation.

Thank you for taking the time to inform us of our performance.