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(Name of Association)

Dear Owner:

We understand that you recently hired \_\_\_\_\_ (contractor) to perform work at your home or business. In an effort to provide the association with the best possible contractors and services, please take a moment to complete the survey on the back side of this page. Once the survey is completed, please return it to any member of the Board or the NAI Harding Dahm office at 118 E. Ludwig Road, Suite 100, Fort Wayne, IN 46825.

Sincerely,  
Board of Directors

***To be completed by Owner***

Date \_\_\_\_\_

Service Provided by Contractor:

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1) How would you rate the Contractor using the scale below?

Excellent      Very Good      Good      Fair      Poor  
                                                                               

- A. Started work when promised. \_\_\_\_\_
- B. Got work done on time. \_\_\_\_\_
- C. Was polite and courteous. \_\_\_\_\_

2) On a scale of 1 to 5 where 1 represents "Extremely Satisfied" and 5 represents "Extremely Dissatisfied," how would you rate your level of overall satisfaction with the contractor as a supplier?

With what specifically are you satisfied or dissatisfied?

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3) How likely are you to repurchase products and services from the Contractor?  
Would you say the chances are. .

Excellent    Very Good    Good    Fair    Poor  
                                               

4) How likely are you to recommend the Contractor to a neighbor or friend?  
Would you say the chances are. .

Excellent    Very Good    Good    Fair    Poor