

To all JWI workers!!!

We want to thank you all, so very much for the wonderful work that each and everyone of you did on our home.

David and I are getting ready to move into our new and improved home. This would not be happening if not for you.

From Shannon, Jeremy, Doug, Michelle and all the others including HVAC, Electric, Plumbing, Painting, contractors and all the others I forgot to mention, thank you from the bottom of our hearts!!

We are so blessed and so very thankful to have had all of you here working on our home.

Love : David & Amy

## Quality Scale Survey for JWI Restoration

Name: Anna & Calvin Cooper

JWI Restoration would appreciate you taking the time to complete this form. The purpose of this survey is to gain a more thorough understanding of how we are performing. Your feedback is vitally important to our ability to enhance the quality of service to you and future clients. Please take a few minutes to grade our performance on your project. Enclosed is postage paid envelope for your convenience.

Thank You for your time.

JWI Restoration, Inc.

<input type="radio"/> 0	Poor	<input type="radio"/> 1	Fair	<input type="radio"/> 2	Good	<input type="radio"/> 3	Very Good	<input type="radio"/> 4	Excellent
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Description	Scale
<b>1 Was JWI organized and professional?</b>	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4
Comments: <i>Excellent</i>	
<b>2 Did the JWI staff communicate effectively?</b>	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4
Comments: <i>Excellent. Staff made friends with our dog (Ed) Australian Shepherd. He met them every morning.</i>	
<b>3 Were our employees knowledgeable of their job?</b>	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4
Comments: <i>Excellent - Employees were knowledgeable and nice to have in your home.</i>	
<b>4 Was the product or material as specified?</b>	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4
Comments: <i>Excellent -- yes</i>	
<b>5 Did JWI staff address and resolve problems effectively?</b>	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4
Comments: <i>Excellent</i>	
<b>6 If you refer JWI, how strong would your referral be?</b>	<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4
Comments: <i>I would be very strong in recommending JWI as a referral. If anyone has a disaster such as water or fire damage, JWI is the only way to go</i>	
Please use the back for any additional comments or concerns:	