

Date: 5 / 5 / 17  
 Name: David N [REDACTED]  
 City: Wayne



**"Satisfied Customers, Spectacular Results"**

Your honest response to the following will help us meet our goal of improving our service daily.

	Exceeded Expectations	Met Expectations	Did Not Meet Expectations
Do you feel that you received the quality service That was promised by our company?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the crew responsive to your concerns?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you received a good value?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Experience with Spectrum?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you hire Spectrum Painting again? Why or why not? Yes, in addition to the high quality of work, everyone at the company ~~was~~ was very friendly and extremely responsive: Natalie, Joe, and Karen replied almost immediately to all of my email and addressed all of my questions and concerns and Rafael did a great job of explaining everything and providing some helpful tips.

What did you especially like? The job was supposed to take 2 days, but the team completed everything in a day without sacrificing quality of work! Joe and Rafael did a great job of explaining the <sup>entire</sup> process, ~~and~~ making me comfortable that they would do an excellent job.

How can we improve our service to you? I think you are doing everything right. As I have stated above, you have exceeded all of my expectations. The one thing I would suggest is offering a discount to repeat customers.

What can you say about the team that worked on your project? They were very professional and highly skilled. I would like to work with the same team if given another opportunity.

What made you choose Spectrum Painting? Positive reviews on yelp

How likely are you to recommend us to your friends and family?  Very Likely  Likely  Not Likely

Friend/relative that could use our services? Name: \_\_\_\_\_ Phone: \_\_\_\_\_

May we use your name as a reference? YES  NO  First name only please

May we post this report card on our website? YES  NO

**Thank you for taking the time to provide this information!**  
**Please feel free to leave an online review on Angie's List, Houzz, Facebook, Yelp or Google!**