



Customer Satisfaction Survey

Customer Name Mr. Bill Messner
Job Name Kidney Dialysis centers

This questionnaire is being sent to you for several reasons. First and foremost, we truly want your impression and your input regarding your project. Secondly, we want to improve our own performance and your input or advise will be taken to heart. I realize that you are busy, but we'd really appreciate your help.

Quality of Workmanship:

Was your project completed to your satisfaction? Yes No

What can we do better?

Timeline & Adherence to Schedule:

Did your project get completed as scheduled (including changes)? Yes No

What can we do better?

Management Effectiveness:

Did the Job Super control the job properly? Yes No

What can we do better?

Quality of Service and Communication:

Was your job handled in a professional and courteous manner? Yes No

Were communications with you and Avino handled in the professional manner we promised? Yes No

What can we do better?

General Project Information:

Would you say your project was a good value for the price? Yes No

What can we do better?

Would you please make a comment on your overall satisfaction of the project.

William Messner
(Signature)

Regional Director
(Title)

12-10-04
(Date)

We appreciate your time. If there is anything further we can do for you, please call. If you have a project you are considering doing, we would welcome the opportunity to bid on it and work for you again.

Thanks,

Michael C. Avino

Michael C. Avino, President