

Zion Restoration U.S.

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Brighton, MI 48116

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Client Survey

Dear Valued Client,

We are always striving to improve our level of quality and customer service. To this end we value our client's comments and suggestions on their experience with our company. Please answer the questions below and feel free to add any suggestions you may have. Thank you for helping us with our goal to be the best restoration company in the industry.

Address _____

Estimator _____ Project Manager _____

On a scale of 1 to 5 - where 5 represents "Very Satisfied" and 1 represents "Very Dissatisfied," please answer the following questions on how you rate your level of satisfaction with Zion Restoration?

1 = Very Dissatisfied

5 = Very Satisfied

1 2 3 4 5

How would you rate our courtesy and professionalism?

How well was the claim process explained to you?

Was the Work Authorization fully explained to you?

How would you rate the timeliness of our service?

How well did we communicate during the course of our work?

How would you rate the quality of our workmanship?

How well did we meet your overall expectations?

How likely are you to recommend Zion to a friend or relative?

Please provide any suggestions;

May we share your survey with your insurance representatives and our employees?

Yes _____

No _____

Signature: _____

Date: _____