



ALLIED RESTORATION SPECIALIST SURVEY

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|------------|
| Name: |
| Address: |
| Telephone: |

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number.

| Description/Identification of Survey Item Repair Services | Scale | | | | |
|--|------------------|------------------|---|---|---|
| | P o o r | G o o d | | | E x c e l l e n t |
| 1. Allied Restoration Specialist employees were professional and courteous | 1 | 2 | 3 | 4 | 5 |
| 2. Allied Restoration Specialist employees' appearance was professional and neat | 1 | 2 | 3 | 4 | 5 |
| 3. Allied Restoration Specialist office staff were professional and courteous | 1 | 2 | 3 | 4 | 5 |
| 4. My project manager was professional and courteous | 1 | 2 | 3 | 4 | 5 |
| 5. My project manager's appearance was professional and neat | 1 | 2 | 3 | 4 | 5 |
| 6. Subcontractors employed by Allied Restoration Specialist were professional, courteous and neat in appearance | 1 | 2 | 3 | 4 | 5 |
| 7. My project manager met with me prior to the start of work to review the estimate and discuss the repairs that would take place | 1 | 2 | 3 | 4 | 5 |
| 8. My project manager provided me with a proposed timeline for the start and completion of my job, including when any decisions or selection approvals were required from me | 1 | 2 | 3 | 4 | 5 |
| 9. My project manager alerted me in advance of any change to my job timeline | 1 | 2 | 3 | 4 | 5 |
| 10. My project manager was accessible for my questions | 1 | 2 | 3 | 4 | 5 |
| 11. My project manager contacted me at least twice weekly to give me an update on the repairs | 1 | 2 | 3 | 4 | 5 |
| 12. My project manager returned my calls in a timely manner | 1 | 2 | 3 | 4 | 5 |
| 13. My project manager, or another Allied Restoration Specialist employee, responded to my questions or concerns in a timely manner | 1 | 2 | 3 | 4 | 5 |
| 14. My project manager and subcontractors made every effort to keep the work areas neat and orderly | 1 | 2 | 3 | 4 | 5 |
| 15. My project manager provided proper supervision and direction to Allied Restoration Specialist employees and subcontractors working at my home | 1 | 2 | 3 | 4 | 5 |
| 16. All repairs were completed in a timely manner and to my satisfaction | 1 | 2 | 3 | 4 | 5 |
| 17. I would recommend Allied Restoration Specialist to my family or friends | 1 | 2 | 3 | 4 | 5 |

Please provide below any additional comments that you would like to share with us.
