

Zebra Restoration Services, Inc.

Client Satisfaction Survey (anonymous)

If you get a moment to fill this out & mail it back to us we would greatly appreciate your feedback!

Thank you!

Overall

Would you use Zebra Restoration again? Absolutely

How could we have improved our service to you? Communication in some areas but overall there were no issues

Please rate the quality of service in each of the following areas with "1" for Poor, "2" for Average and "3" for Excellent, (the highest score) and add any further comments.

- 3 Cleanliness/Neatness of all employees:
- 3 Regard for your home and property:
- 2 Punctuality:
- 3 Friendliness/Courtesy:
- 2 Kept you informed on the job progress:
- 3 Professionalism & Quality of Zebra's work:
- 3 Professionalism & Quality of Subcontractors work:

RT
JS

Overall Comments I was very happy and satisfied with the service from Zebra. All the staff were very resepectful and professional at all times.

How did we treat you as a valued customer?

Overall Rating (1 to 5 - 5 being the highest): 5

Can we use you as a reference for other customers? Y N If Yes, please provide:

Name: Cheryl Richey Preferred Phone Number: 916-424-4745

If you feel your service was impeccable and would like to write a Testimonial for Zebra to have on our Website, please provide your response below or on a separate sheet of paper.

This was a very stressful time for us. We had never had anything like this happen before and did not know what would be happening. My 77 yrs old mother was home most of the time and had to work with the crew. She loved all of them. They were so great they were like company for her. We will highly recommend Zebra.

I give my approval to allow Zebra to post my Testimonial (partial/entirety) on the Zebra Restoration Website. Name Cheryl Richey City Sacramento

Insurance Company: California Casualty/Al Plus
Agent's Name(very helpful if you know it): Lisa Gerber

THANK YOU FOR YOUR ASSISTANCE & SERVICE!

Sorry it took me so long to send this back to you. I just absolutley love my new bathroom. The shower turned out so nice. We'd like to thank everyone involved in his project. Ross, Keith, Clay and his crew, all the other young men that we cannot remember their names). Each one was so great to my mom, I was extremely greatful. She had to endure most of this project and deal with my six pack (my Dachshunds and Chihuahua's) each day. Ross was the main facter in my choosing Zebra. I had heard about Zebra from someone from work a few years ago but I can't remember what or who. Ross was such a kind person whe he first came to speak to us about the project. He kept me informed regularly. Please give the cabinet guy a special thanks from us, he did a wonderful job. Hopefully we won't have another major problem, but if we do we'll be calling Zebra.

Sincerly, Cheryl and Icie Richey