



Quality Pools and Spas

1800 N.E. 151st Street, North Miami, FL 33162
North Dade: (305) 949-0000 • Broward: (954) 438-6251 • South Dade: (305) 253-4673
Fax: (305) 949-9171 • www.essigpools.com • Email: sales@essigpools.com

January 14, 2014

Pfeiffer Residence
4410 SW 60 PI
Miami, Fl. 33155

Over

Dear Mr. and Mrs. Pfeiffer,

On behalf of the entire staff of Essig Pools we would like to thank you for giving us the opportunity to work with you on your pool project. If we can be of help in the future, please call us! We're always available to discuss your needs. We take pride in our work and are constantly striving to maintain our high quality. Would you help us by taking a minute to answer the following questions? Your comments are valuable and will help us serve you better in the future. Thank you.

- Was the pool presentation by our sales representative thorough? [X] Yes [ ] No
Once the job began did you receive weekly calls with the rough schedule for the future week?
From the front end coordinator (1st half) [X] Yes [ ] No
From the back end coordinator (2nd half) [X] Yes [ ] No
Were the terms of your contract fulfilled? [X] Yes [ ] No
Was construction completed within the time-span you were told? [X] Yes [ ] No
Were you pleased with the quality of our work? [X] Yes [ ] No
Was the jobsite generally left clean? [X] Yes [ ] No
Were we attentive to your needs after filling your pool? [X] Yes [ ] No
Were you properly instructed in the operation and maintenance of your pool and equipment? [X] Yes [ ] No
Would you consider us for future projects? [X] Yes [ ] No

Please take a few minutes to rate the following personnel you may have dealt with during the construction of your pool.

Table with 6 columns: Personnel, Excellent, Good, Fair, Poor, N/A. Rows include Receptionist, Lead Taker, Salesperson, Sales Manager, Front end Coordinator, Back end Coordinator, Field Supervisor, Excavation Crew, Form & Steel Crew, Shoot Crew, Backfill Crew, Plumbing Crew, Coping & Tile Crew, Electrician, Paver Crew, Final Clean-Up & Prep, Pool Surface Crew, Start-up / Instructor, Other.

General Comments: We have been enjoying our new pool since the installation finished. Thank you, we love it.

May we use your name as a reference on future jobs? [X] Yes [ ] No

Signature: [Handwritten Signature] Date: 7/9/14

Since I am a stay at home mom,  
I was able to experience the whole  
build project from beginning to end.  
I was pleased by the whole  
experience. Galen communicated  
with me throughout the project + I  
received the weekly updates from  
your office manager.

Carlos + his crew were great during the  
dig. Bravid was also kind + did  
a great job. The other crew that  
framed the pool was also courteous +  
Tim was great. I found everyone to  
be very professional + to communicate well.  
I am very pleased that we chose your  
company.

Sincerely,

Jenni Pfiffer