



Quality Pools and Spas

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November 7th, 2014

Martinez Residence
13221 SW 216 Ter
Miami, Fl. 33170

Dear Mr. and Mrs. Martinez,

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? [X] Yes [] No
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 5 columns: Excellent, Good, Fair, Poor, N/A. Rows list personnel roles such as Receptionist, Lead Taker, Salesperson, Sales Manager, Front end Coordinator, Back end Coordinator, Field Supervisor, Excavation Crew, Form & Steel Crew, Shoot Crew (structure), Backfill Crew (Bobcat), Plumbing Crew, Coping & Tile Crew, Electrician, Paver Crew, Final Clean-Up & Prep, Pool Surface Crew, Start-up / Instructor, and Other. Each row has checkboxes for the five rating categories.

General Comments: OUTSTANDING JOB !!

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

Signature: [Handwritten Signature] Date: 11/14/14