



Quality Pools and Spas

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November 7<sup>th</sup>, 2014

Meneses Residence  
8334 NW 28 St  
Cooper City, Fl. 33024

Dear Mr. and Mrs. Meneses,

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.**

<ul style="list-style-type: none"> <li>• Was the pool presentation by our sales representative thorough? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>• Once the job began did you receive weekly calls with the rough schedule for the future week? From the front end coordinator (1st half) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No From the back end coordinator (2nd half) <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>• Were the terms of your contract fulfilled? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>• Was construction completed within the time-span you were told? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>• Were you pleased with the quality of our work? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>• Was the jobsite generally left clean? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>• Were we attentive to your needs after filling your pool? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>• Were you properly instructed in the operation and maintenance of your pool and equipment? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</li> <li>• Would you consider us for future projects? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</li> </ul>	<p>Please take a few minutes to rate the following personnel you may have dealt with during the construction of your pool.</p> <table border="0"> <thead> <tr> <th></th> <th>Excellent</th> <th>Good</th> <th>Fair</th> <th>Poor</th> <th>N/A</th> </tr> </thead> <tbody> <tr> <td>• Receptionist</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Lead Taker</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Salesperson <i>Michelle</i></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Sales Manager</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Front end Coordinator <i>Armando</i></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Back end Coordinator <i>Elaine</i></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Field Supervisor <i>Larry</i></td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Excavation Crew</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>• Form &amp; 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General Comments: Congratulations to your all crew they are amazing

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

Signature *Lorena Meneses*

Date 11/25/14