

The Pool People
Customer Satisfaction Survey
Customer: Decaro
Date of Pool Completion: 4/20/07
TPP Sales Person: Al Garcia
TPP Construction Superintendent: Paul Shapiro

YOUR SALES PERSON:

- Did your sales person keep you updated on the progress of your permit application during the pre-construction processing phase? Yes No
- Did your sales person return all phone calls no later than the next business day? Yes No
- Was your sales person a helpful source of information? Yes No
- Were you satisfied with your salesperson? Yes No

YOUR CONSTRUCTION SUPERINTENDENT:

- Did you meet your superintendent at the site meeting prior to the start of construction? Yes No
- Did he explain the various steps involved in the construction process to you? Yes No
- Did your construction superintendent keep you updated on the progress of construction and advise you of any construction issues? Yes No
- Did your construction superintendent return all phone calls no later than the next business day? Yes No
- Were you satisfied with your construction superintendent? Yes No

GENERAL COMMENTS

- Were you satisfied with the contacts you had with any other employees of The Pool People? Yes No
- Would you recommend The Pool People to others to construct their pool? Yes No
- Can we add your name to our referral list? Yes No

Signature and date

Dorothy Decaro

5/9/07

Thank you for your responses!

Our salesman, Al Garcia and our construction supervisor, Paul Shapiro were both terrific!