

The Pool People  
Customer Satisfaction Survey  
Customer: Pinilla  
Date of Pool Completion: 4/27/07  
TPP Sales Person: Ira Fox  
TPP Construction Superintendent: Tim Dillon

**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? *The best*

Yes  No

Were you satisfied with your salesperson? *Very much*

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

Yes  No

Were you satisfied with your construction superintendent? *Very much*

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

*Marina Gamella*  
Signature and date

*05/23/07*

Thank you for your responses!

*Thank you for the towel.*