



We Welcome Your Feedback

You and your project are important to us, and therefore we at J&D Baer greatly appreciate your feedback. To ensure our quality of service is consistently professional, we invite you to take a moment to reflect on your experience with us, from initial Contact all the way through to Completion.

1. CONTACT *What prompted you to contact us initially?*

Referral (<i>Direct from a person</i>)	Printed Advertisement
Signage (<i>Our Trucks/Sign</i>)	Radio Advertisement
Google Search	Television Advertisement
Yahoo Search	Yellow Pages
Bing Search	Strathroy Phone Book
J&D Baer Inc. Website	Four Counties Phone Book
Renomark Website	LHBA Lifestyle Home Show
LHBA Website	Another Contractor/Tradesman
CFBA Website	Supplier Referral (<i>Rona, Copp's...</i>)
Basement Boss Website	Insurance Company
Other: _____	

Did you find our initial response to your inquiry courteous, timely, and useful to you? **Please comment:**

2. CONSULTATION

Was your initial consultation with our estimator a valuable exercise; was our estimator courteous, knowledgeable, and professional; was the information gathering process beneficial? **Please comment:**

3. CONSTRUCTION

Were our tradesmen polite, courteous, and conscientious; did the crew clean up each day and conduct themselves as professionals; were you confident during the construction process? **Please comment:**

4. COMMUNICATION

Did we encourage exchange of information during the project? Was the communication beneficial? **Please comment:**

5. CONFIRMATION

Were your decisions confirmed during your project (Allowances, Change Orders)? **Please comment:**

6. COMPLETION

Now that your project is completed, how would you describe your experience? **Please comment:**

Please grade us on our overall quality of service/professionalism during your project!

50% or less 50-60% 60-70% 70-80% 80-90% 90-100%

Would you recommend J & D Baer Inc. to friends & family? Yes No

All of us at J&D Baer Inc. thank you for the opportunity and **thank you for your feedback!**