



S.R.L. Fire Protection Ltd.

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July 15, 2013

CRD - Real Estate &
Facility Management
PO Box 1000
625 Fisgard Street
Victoria, B.C., V8W 2S6

Subject: How did we do?

We are committed to providing the best water based fire suppression system service on Vancouver Island. It is important that we get constructive feedback from you. I promise to follow up on your comments, either positive or negative, to improve our performance. We will use your comments to evaluate and train our personnel. As a result, we need your honest input.

Please rate performances of the following S.R.L. Fire Protection Ltd personnel:

- Service Dispatch: Michelle
- Estimator: Wesley
- Accounts: Fiona

Area of Performance	Rate 1- 5 1- Poor 5-Excellent	Suggestions for improvement/other comments
Ease of working with	5	
Quick response with quote	5	
Was appointment date satisfactory?	5	<i>Appreciate the advance date notice and your coordination with Camtec when scheduling the annual inspections at 530 Fraser and 2170 Mt Newton Road</i>
Handling invoices, credits, etc	5	


- Service Technician: *Randy Ingwell*

Area of Performance	Rate 1- 5 1- Poor 5-Excellent	Suggestions for improvement/other comments
Reliability (on time)	5	<i>😊</i>
Quality of work	5	
Clean-up performance	5	
Friendliness	5	
Appearance	5	

I thank you in advance for your help in improving our services on Vancouver Island.

If you mail a cheque or bring the cheque to our office, please include the questionnaire.

Thank you for your loyalty.


Stewart Lagerl, President
S.R.L. Fire Protection Ltd.