



S.R.L. Fire Protection Ltd.

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August 28, 2013

To: Doug Lindsay
Chew Excavating Ltd.
575 Gorge Road East
Victoria, B.C., V8F 2W5

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	4	
Quick response with quote	N/A	
Was appointment date satisfactory?	5	
Handling invoices, credits, etc	4	

Service Technician: _____

Area of Performance	Rate 1- 5 1- Poor 5-Excellent	Suggestions for improvement/other comments
Reliability (on time)	5	
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 Lageri, President
S.R.L. Fire Protection Ltd.