



# S.R.L. Fire Protection Ltd.

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VICTORIA, BRITISH COLUMBIA V8Z 5P1  
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July 15, 2013

Island View Place Care Inc.  
7013 East Saanich Road  
Saanichton, B.C., V8M 1Y3

**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:

- doing contact* Service Dispatch: Michelle    
  *not enough contact* 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	
Handling invoices, credits, etc	5	

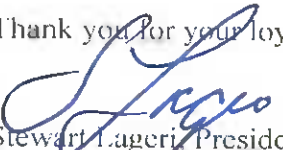
- Service Technician: <sup>2</sup> *NAME*

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.


 July 22/13