



S.R.L. Fire Protection Ltd.

4860 TOWNSEND DRIVE
VICTORIA, BRITISH COLUMBIA V8Z 5P1
www.srlfire.com

TEL: 250-479-5884
FAX: 250-479-9886
Email: srlfire@shaw.ca

July 15, 2013

Paterson Countertops
562 Hillside Avenue
Victoria, B.C., V8T 1Y9

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	4	
Was appointment date satisfactory?	5	
Handling invoices, credits, etc	5	

- Service Technician: Randy Strugnell

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	4	
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.