

# SHILOH PAVING & EXCAVATING

2104 Pennsylvania Avenue, York, PA 17404  
Phone (717) 854-1777 Fax (717) 854-2310

## Customer Questionnaire

**To our customers:** As a follow-up to the completion of our recent project, we would like to know your overall impression of that experience. It is our goal to serve both our customers and our employees to the best of our ability. The following form will be useful as a guide to better serve you in our "Whatever it Takes" environment. Please return by fax at (717) 854-2310. Thank you!

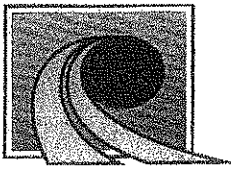
### Service Survey:

1. Were your calls handled in a prompt and courteous manner? Yes  No
2. During construction, did we communicate with you in an effective manner? Yes  No
3. Was the proposal clear and concise? Yes  No
4. Did work begin promptly on the scheduled date? Yes  No
5. Did crew(s) perform in a professional and workmanlike manner? Yes  No
6. Was the job completed on time? Yes  No
7. Would you use our services again? Yes  No

### How Would You Rate

- |  | Excellent                           | Good                                | Fair                     | Poor                     |
|--|-------------------------------------|-------------------------------------|--------------------------|--------------------------|
| 8. Appearance of Equipment:                | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Appearance of Crew Personnel:           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Safety Precautions of Crew:            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Organization of job site (appearance): | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Overall Quality of Work:               | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments: I didn't choose you to do the job because of the price. Your estimate wasn't the lowest or the highest out of four. Of those 4 only 2 gave me a written estimate. I was interested in a company with experience that I knew was quality minded. There are no regrets with a company that has been in business for over 50 years. GREAT JOB!! THANKS!!



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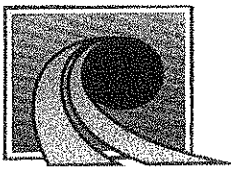
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### How Would You Rate

	Excellent	Good	Fair	Poor
8. Appearance of Equipment:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Appearance of Crew Personnel:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Safety Precautions of Crew:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Organization of job site (appearance):	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Overall Quality of Work:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: I didn't realize just how badly the driveway had looked.  
The Shiloh crew did a wonderful job, what an improvement!

Thank you.



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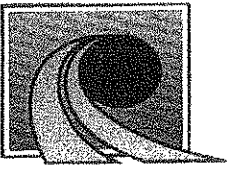
### Service Survey:

- |   |   |                             |
|---|---|-----------------------------|
| 1. Were your calls handled in a prompt and courteous manner?                | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| 2. During construction, did we communicate with you in an effective manner? | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| 3. Was the proposal clear and concise?                                      | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| 4. Did work begin promptly on the scheduled date?                           | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| 5. Did crew(s) perform in a professional and workmanlike manner?            | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| 6. Was the job completed on time?   | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |
| 7. Would you use our services again?  | Yes <input checked="" type="checkbox"/> | No <input type="checkbox"/> |

### How Would You Rate

- |  | Excellent                           | Good                     | Fair                     | Poor                     |
|--|-------------------------------------|--------------------------|--------------------------|--------------------------|
| 8. Appearance of Equipment:                | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
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| 12. Overall Quality of Work:               | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Comments: VERY WELL SATISFIED WITH A  
JOB WELL DONE.



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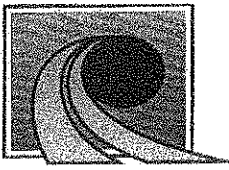
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### How Would You Rate

	Excellent	Good	Fair	Poor
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12. Overall Quality of Work:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: Good job. Would not hesitate to recommend  
Shiloh to others.



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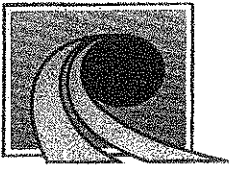
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3. Was the proposal clear and concise? Yes  No
4. Did work begin promptly on the scheduled date? *ahead of proposed date* Yes  No
5. Did crew(s) perform in a professional and workmanlike manner? Yes  No
6. Was the job completed on time? Yes  No
7. Would you use our services again? Yes  No

### How Would You Rate

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Comments: *Thank-you! Very courteous! Great comments from neighbors!*



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Comments: We absolutely love our new driveway.  
I would recommend your company to anyone.  
Keep up the great work Shiloh Paving.