

# BRADY-BUILT SUNROOMS

## Owner Questionnaire

Customer Name: Patrick and Lorraine Mahoney

Design & Sales Rep: P.Virtue / J.Derosier

City, State: East Falmouth, MA

Order # 29094

Phone / Email: 508 457-9115 pjmlm743@gmail.com

Install Date: MAY 11, 2010

How did you hear about Brady-Built Sunrooms?

Room Style: Curved White 4x6

- Internet: Saw Web Address     Home Show / Fair     Radio     Postcard  
 Internet: Surfing Sunrooms     Referred by Someone     TV     Other

Did you consider other sunroom companies before making your decision?     Yes     No

Comments: BUT AFTER FACTORY VISIT, BRADY BUILT WAS THE ONLY CHOICE.

Do you feel the installation of your Brady-Built sunroom proceeded smoothly?     Yes     No

Comments: GREAT CREW - HARD WORKERS - VERY COMPETENT - FRIENDLY + HELPFUL

On a scale of 1 to 5, how would you rate our Service Mgr, Jim Tretheway?

1    2    3    4    5  
               

[5 = most satisfied with performance; 1 = least satisfied]    Feel free to comment on reverse

COMMUNICATION NOT OFTEN ENOUGH

On this scale, how would you rate the installation crew?

1    2    3    4    5  
               

On this scale, how would you rate Project Coordinator, Kathi LaFountain?

1    2    3    4    5  
               

if her job was to keep us informed on progress and installation

On this scale, how would you rate your Sunroom Design & Sales person?

1    2    3    4    5  
               

On this scale, how pleased are you with your Brady-Built sunroom?

1    2    3    4    5  
               

Superior on all counts

Did you use a contractor to prepare your site?     Yes     No

If so, what was his name? BRENDON BRIDES - BRIDES-BUILT INC

Would you recommend him to others?     Yes     No

ABSOLUTELY  
What is his town & phone no. (if not referred by Brady-Built)

Comments: SANDWICH 508-420-5141 WWW.BRIDESBUILT.COM

Please feel free to critique / commend any aspect of your experience with Brady-Built:

The Room exceeds my already high expectations. So well constructed and assembled. I just wish there was more and better communication to keep us informed on status. I expected installation in FEB or EVEN MARCH.

May we offer your phone no. or email address to a prospective customer from your area?     Yes     No

Daytime # 508 457 9115 Evening # SAME Email pjmlm743@gmail.com

Other Comments: You may use us to have potential customers see

what a real sunroom is like

Thank you very much for your time and attention to this questionnaire. Your input helps us improve our performance and we greatly appreciate it!