

1.) Are you pleased with our snow removal services and how can we continue to improve to serve you better?

*Yes. Please make sure that east driveway approach is completely clear of snow. Tough to make the turn sometimes. Thanks.*

2.) Have we met your expectations in terms of level of service provided?

*Yes.*

3.) Have you been pleased with the level of communication to determine when to clear snow?

*Yes.*

4.) Is there any specific needs we have not addressed that you would like to have addressed in the future?

*No - everything is fine.*

5.) Have your invoices been sent to you in a timely manner and the charges detailed in an easy way to understand?

*Yes. Very good invoices.*

6.) Have you been able to reach the office or crew leaders in a snow event to address any concerns or answer any questions?

*Yes.*

7.) Have our response times to snow events been timely?

*Yes.*

8.) Do you have any concerns with snow pile locations or onsite equipment storage?

*No.*

9.) Are you interested in receiving quotes for our other services such as: mowing, lawn care, or landscaping?

*I would like a lawn spraying quote.*

*Steve Moore*

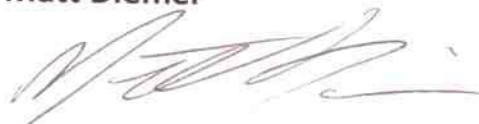


10.) Other comments, questions, feedback?

Your crew members are great to work with.  
We're very happy with your service. You're the  
best we've had.

Thank you for your comments, they are very much appreciated.

**Matt Diemer**



**OJ Froehlich**

