



Customer Questionnaire / Reference Volunteer Letter

Please tell us about your experience! WCS Restoration would appreciate your time to answer these few questions and return the letter in the enclosed stamped, self addressed envelope. Also, at the bottom of the letter you will notice the Reference Volunteer section. We have included this section for customers who wish to volunteer to be contacted to give a reference on WCS Restoration when the occasion requires it. We appreciate your time in completing this questionnaire and thank you again for your business!

Customer: Otto Polzin

Service Address: 4303 Foxrun Drive Chino Hills, CA 91709

Was our estimator courteous, informative and helpful?

Yes

No

Did our emergency/restoration crew meet your expectations for punctuality, task performance and neatness?

Yes

No

Did project assistance and/or accounting staff provide the information and assistance you required?

Yes

No

Was your overall experience with WCS Restoration a good experience?

Yes

No

Reference Volunteer Section

Would you like to be listed as a reference for WCS Restoration?

Yes

No

What is the method in which you prefer to be contacted?

Telephone: _____

Fax: _____

Email: _____

Mail: 4303 Foxrun Drive Chino Hills CA 91709

Comments: I certainly would work all companies that a company out to work on homes, would be a professional as your entire staff and work crew were.

Thank you! Jenny Polzin (Otto's L. + Otto L.)

Please include a full letter of reference with this survey and receive a thank you gift from WCS Restoration!

October 9, 2010

I highly recommend having WCS do any repair work on my home. The entire staff on work crew were so organized and truly respected my home. Never did they leave a mess, they cleaned up as they worked. The water leak to my downstairs bathroom, of which created damage to the dry wall areas, vanity, tile, toilet, all was removed, repaired and painted walls + new tile grout. The entire entry and bathroom is like new. A Very Special Thanks to Mark, Anthony + Crew
Thanks Again *Bunny Polzin*

A Special Note...