



Dear client,

We would like to take this opportunity to thank you for your recent visit at Distinctive Bathrooms and Kitchens. We really appreciate having the opportunity to assist you with your project. In order to achieve our goals of excellence, we would like your input to find out what we are doing right and where we can improve. Your input is of tremendous value to our business and as such we ask that you please take a moment to fill out the form included with this letter. If you have any questions or concerns, please do not hesitate to contact us and we will be glad to help you in any way we can.

Sincerely, *François Lanthier*

François Lanthier
Store Manager

1. Did you enjoy your visit to the store? **Yes or No**
2. Did you find we had an excellent selection available? **Yes or No**
3. Would you recommend our store to your friends and family? **Yes or No**
4. Thinking about similar products/services offered by other companies, how would you compare the product/service offered by our company rating us from 1 to 10? (1 being unacceptable and 10 being excellent) 9
5. Was your time with the designer valuable and informative? **Yes or No**
6. Was your designer helpful with design and offering options? **Yes or No**
7. Did you find the response time for your design quick & efficient? **Yes or No**
8. In your opinion, how good were we at communicating in regards to deadlines, issues, appointments, etc.? Please rate us from 1 to 10 5
9. Overall, how satisfied were you with our services?
Please rate us from 1 to 10 10
10. Did we meet or exceed your expectations? **Yes or No**

Comments:

We have a wonderful high quality bathroom
construction standards are excellent
Attention to detail is excellent

Designer: Susan Mitchell

Thank you for your time! Your input will help us further improve our services and help us continue to offer the very best selection.

Français au verso

See ~~over~~ attached.

Robert & Catherine Bailey

March 12, 2011

Distinctive Bathrooms and Kitchens
2035 Lanthier St
Orleans, Ont K4A 3V3

Dear Francois:

We would like to express to you how happy we are with our newly completed bathroom and particularly to mention the excellent service that your company offered. In particular the following people deserve special recognition.

Susan M – who listened so closely to our wish list at the start of the design process and then captured those ideas in a fabulous design of space and colour. She was there for us throughout the whole process to provide advice and to follow through to the final completion. She worked very hard to ensure we were entirely satisfied with the design and quality.

Kim & Roc – two craftsmen who “hold your company together” in the field. These two young men came into our house with nothing but respect for our belongings and privacy. They worked so hard to keep the house protected and clean throughout the work. In addition they completed the structure and finishes to a very high standard of detail and craftsmanship.

Dan – Having worked in construction for close to thirty years now I don't think I have seen such quality tile work in a very long time. A true craftsman who takes such pride in what he does.

I would ask that you express our thanks to all of these staff members by copying this letter to them.

We have started the design process again with Susan in our remaining bathrooms and we look forward to welcoming Susan, Kim, Roc and Dan into our life's again in the near future.

Warmest Regards,

Robert & Catherine

