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 Lindon, Utah 84042  
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 www.rambuilders.com

Dear Customer,

In our continuing efforts to improve our service, we are seeking to better understand the needs and expectations of our customers. We would appreciate your help in this matter, and ask that you would take a few minutes to fill out this survey to educate us on your experience with Ram Builders, Inc.

1. How did you first hear about Ram Builders, Inc.?  
 Friend     Yellow Page Ad     Salt Lake Living Magazine     Other \_\_\_\_\_

2. What was your reason for calling Ram Builders?  
 Home Inspection     Leaking Stucco     Damaged Stucco     Stucco Concern  
 Other Leaking windows

3. In your estimation how extensive did you feel your problem was? (What did you think the cost of repairs would be?) \$ 50,000

**ON a scale from 1-5, five being the best, rate Ram Builders on the following items:**

4. Ram was timely and professional from the point that I placed a call to them, until the time someone looked at my home and then I received my proposal. 1 2 3 4 5  
 comments: \_\_\_\_\_

5. The Ram representative educated me about the stucco problems on my home. 1 2 3 4 5  
 comments: \_\_\_\_\_

6. The video "What's Happening Behind Your Stucco" helped me to understand how stucco works and what caused the problems behind my stucco. 1 2 3 4 5  
 comments: \_\_\_\_\_

\*If you did not receive a copy of this video, please contact us and we will be happy to send you one.

(If you did not have stucco work done on your home by Ram Builders, skip to comment section at the end.)

7. The work on my home was done in a timely and professional manner. 1 2 3 4 5  
 comments: \_\_\_\_\_

8. The job site was kept as clean and orderly as possible. 1 2 3 4 5  
 comments: \_\_\_\_\_

9. The time & material rates and/or job cost was fair. 1 2 3 4 5  
 comments: \_\_\_\_\_

10. Ram's interference with my daily lifestyle was minimal. (trailers, scaffolding, workers' vehicles, etc. were not a problem) 1 2 3 4 (5)

comments: no problem at all

11. The employees who did the repairs were timely and efficient. 1 2 3 4 (5)

comments: \_\_\_\_\_

12. At the completion of the job, I was pleased with the work that had been done. 1 2 3 4 (5)

comments: \_\_\_\_\_

13. I was pleased with the manner in which my yard/property were left at the completion of the job. (landscaping was restored to its original state, trash/debris was removed, etc.) 1 2 3 4 (5)

comments: \_\_\_\_\_

Please summarize your experience with your stucco problems, from where they first began to where they are now.

We were impressed with the extensive knowledge & experience of RAM. Impressed with the professionalism.  
The crew cleaned up well each day, the job was not intrusive into our lives.  
We were very pleased with the job

Any additional comments: They completed everything they promised to do.

Please feel free to use us as a reference

(Optional)  
Name: Bill & Andrea Swensen  
Phone #: 296-2507