

worry about my sloppy  
and writing - if you need  
my further info from  
please call:



Karen Hansen

(801) 253-3720

Dear Customer,

Thank you for allowing RAM Builders, Inc. the opportunity to perform work for you. 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?

- Friend
- Yellow Page Ad
- Salt Lake Living Magazine
- Website
- Other:

2. What was your reason for calling RAM Builders?

- Home Inspection
- Leaking Stucco
- Damaged Stucco
- Stucco Concern
- Other:

3. In your estimation, how extensive did you feel your problem was? (What did you think the cost of repairs would be?) didn't know - had stucco inspection to determine exactly what needed to be repaired & what could

4. In a scale of 1 - 5, with 5 being the best, please rate RAM Builders on the following items: stay put

- RAM Builders 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: Placed a call and Shaan came right out to the house & discussed options and then received Bid promptly in email.
- The RAM Builders representative educated me about the stucco problems on my home. 1 2 3 4 5  
Comments: Shaan met with my husband and I, along with our Stucco Inspector - to educate us and give options for repairs to our home.
- 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 N/A

The work on my home was done in a timely and professional manner. 1 2 3 4 5  
Comments: Yes - only thing slowing the project was the weather!

The job site was kept as clean and orderly as possible. 1 2 3 4 5  
Comments: Yes - very impressive!

The Time & Material (T&M) rates and/or job costs were fair. 1 2 3 4 5  
Comments: They were slightly higher than other bids we received. But Shaan was the only salesperson that gave us one-on-one quality interaction and his knowledge and professionalism was so outstanding, that we knew we were going to be more pleased with the outcome of the project - ~~that~~ we decided to choose Ram Builders.

0. RAM Builder's interference with my daily lifestyle was minimal. (Trailers, scaffolding, workers' vehicles, etc., were not a problem.) 1 2 3 4 5

Comments: Well, when your entire house is tented due to cold wx - it is something you just have to get used to!! ☺

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

Comments: Alfredo is not only a professional worker - he has such a great attention to detail and did such an amazing job! As did his entire team!!

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

Comments: YES!! YES!! YES!!

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

Comments: YES! We even had neighbors mention how amazed they were with the daily clean-up your workers do!! Trash, debris was always kept at a minimum!!

ease summarize your experience with your stucco problems, from where they first began to where they are now. We had some discoloration in a couple areas, plus our decorative trim was splitting & peeling off the walls (and a woodpecker was eating away at it!!) - so we had a stucco inspector come out & give us an idea as to what exactly was going on (infra-red & probe inspection) and what needed to be fixed, and what could be left alone. Once we knew what was going on (improper installation) we started contacting stucco contractors to do the work, and that is how we found Ram Builders thru the yellow pages. We are now done with our exterior project and our home looks Great!!

All I can say is - I am from the Seattle, WA. area and have lived in the state of Utah for 11 years now. Ever since moving here I have determined that Customer Service is lacking (anywhere from fast food restaurants, coffee shops to lawn service and home improvement businesses!) So, when I contacted Ram Builders my expectations were low. But you all By Far exceeded every one of them. Thank you for your time and comments. Please mail or fax this survey back to us at your earliest convenience. My expectations! Shaan was great to work with and kept in quick

Check here to receive a free DVD "What's Happening Behind Your Stucco" (Fill-in the information below.) contact with my every phone call and email regarding our project!

(optional) And Alfredo and his team of workers were polite, extremely professional! Name: hand workers and their quality of work was amazing!

Phone #: We love our new exterior - and what started as an Address: exterior re-model because we 'had' to, ended up

City, State, Zip: being the best thing we ever did. My husband

and I have nothing but GREAT things to say about your workers and the wonderful & professional job they

do!! Thank you so much - and we will recommend you all to everyone we come across!! Office 801-796-9699 Shaan (801) 885-1247 Karen Nansen