



Quality Assurance Interview Form

Contractor Name: West Tennessee Restoration	Insured Name: Juanita Reitzammer
Date of Loss: 09-28-2007	Claim No.: PP7425615
Estimator: David McVay	Insurance Co.: Hartford

1. Have you experienced any problems to date?

Y/N

Comments: _____

2. Has our staff been courteous, polite and helpful?

Y/N

3. Has our staff been on time to scheduled appointments?

Y/N

4. Do you feel we have sufficiently communicated to and kept you informed about the restoration process, scheduling, and what to expect?

Y/N

5. Has the job site been organized and clean?

Y/N

6. On a scale of 1 - 5, 1 being the poorest and 5 being the best, what would you rate the quality of the work performed?

5

7. Are there any suggestions you could give to us that would improve our services?

- a. Your service is excellent!
 b. _____

8. Is there any additional feedback you could provide us, or follow up you would like me to perform? Y/N

COMMENTS: We have found all of your work excellent and will be happy to recommend your company to others. Thank you very much
Louis and Juanita Reitzammer