



Satisfaction Survey

Job #
07-RA-14299

2271 N.E. 194th - Portland, OR 97230
Phone: (503) 665.5539 or 1.800.238.4093 - Fax: (503) 491-1349
Internet: www.imperialmfg.com

CCB #0091759

Boise Refrigeration
202 W 39th St
Garden City, ID 83714

Attn: Skip McMillan
Ph. / Fax: 2083440709 / 2083444457
e-Mail: skip@brsc1.com

Instructions:

Please circle the appropriate rating pertaining to each item appearing on this survey, and fax to Imperial Manufacturing when completed. (503) 665-2929

Note: A rating of 1 indicates a low level of satisfaction, while a rating of 5 informs us that we are satisfying your needs and desires.

Project: Presbyterian Community Care Center - Ontario, OR

Quotations:

Presented promptly				
1	2	3	4	5
Accurate and to specification				
1	2	3	4	5
Details, features and benefits properly explained				
1	2	3	4	5

Product Delivery:

On time				
1	2	3	4	5
In good shape				
1	2	3	4	5
Quality of installation				
1	2	3	4	5

Submittals:

Received promptly				
1	2	3	4	5
Accurate and to specification				
1	2	3	4	5

Problem Resolution:

Handled promptly				
1	2	3	4	5
To your satisfaction				
1	2	3	4	5

N/A

Lead Times:

Meet your schedule				
1	2	3	4	5

General:

Prompt courteous service				
1	2	3	4	5
Accurate invoice				
1	2	3	4	5

What do you consider to be the best part of doing business with Imperial?

Prompt return calls or E-mails

Where do you see the greatest room for improvement on the part of Imperial?

Other Comments

Keep up the good work!