Customer Satisfaction Recap

Community: Heather's Place PH 1 **Lot:** 3E **Homeowner:** Jacob Robinson
Kelsey Hauser

It is our goal to earn your highest customer satisfaction by delivering a home that is clean and complete and exceeds your expectations. Please take a few moments to answer these questions about your Customer Experience.

How likely are you to recommend Henry Company Homes in the next 12 months?

Not at all Likely										Extremely Likely
0	1	2	3	4	5	6	7	8	9	**10**

How much has Henry Company Homes been able to earn your trust?

Not at all										Completely
0	1	2	3	4	5	6	7	8	9	**10**

How satisfied are you with your entire experience with Henry Company Homes?

Extremely Dissatisfied										Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	**10**

How satisfied were you with your Neigborhood Sales Manager? Shawn Kellogg

Extremely Dissatisfied										Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	**10**

How satisfied were you with your Personal Builder? Dennis House

Extremely Dissatisfied										Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	10

How satisfied were you with the Mortgage Process? University Lending

Extremely Dissatisfied										Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	**10**

How satisfied were you with your closing experience?

Extremely Dissatisfied										Extremely Satisfied
0	1	2	3	4	5	6	7	8	9	**10**

Please give us your comments below:

Thanks in advance for your feedback.

To be filled out by Closing Agent at the time of closing:

Date/Time of Closing: 12/19/13 11:00 AM

Buyer(s) Signature: Kelsey K Hauser Jacob R Robinson