



## Customer Satisfaction Recap

Community: East Navarre

Lot: 289u

Homeowner: Welby Ramos  
Maria T. Ramos

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 Neighborhood Sales Manager?**

*Lawrence Borck*

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

**How satisfied were you with your Design Studio Counselor?**

*Liz Wilson*

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

**How satisfied were you with your Personal Builder?**

*Blaine Flynn*

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

**How satisfied were you with the Mortgage Process?**

*Prime Lending*

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

**How satisfied were you with Guarantee Title Company of NW Florida?**

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

Please give us your comments below:

*Great experience, thank you for helping us build this home "virtually".*

Thanks in advance for your feedback.

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

Date/Time of Closing:

3/21/14 @ 11:30am

Closing Agent:

[Signature]