



RSUcontractors.com

RSU Client Survey

Complete the RSU Survey and get the RSU 18 Month Warranty!

Thank you for choosing RSU Contractors -- Your feedback is so important to RSU that we are now offering an 18 month written warranty instead of our 1-Year Warranty for customers who complete this survey. Please complete the Survey and return it to RSU and we'll send you the written **RSU 18 Month Warranty**.

Name: _____ Email: _____ Phone: _____

Address: _____ Zip: _____ Project: _____

1. How would you rate your **overall level of satisfaction with RSU**? Please select one of the following:

Excellent Above Average Average Below Average Unacceptable Not Applicable

Additional Comments:

2. **Initial Contact or communication** with Office Staff/Receptionist – was the person professional, courteous and responsive? Yes No

Additional Comments:

3. Did your **Remodeling Consultant, Design Consultant or the Service Department** properly address your project:

a. Were you contacted in a timely manner? Yes No

b. Did you receive a written proposal in a timely manner? Yes No

c. Did the RSU Representative keep you updated and informed during the project? Yes No

d. Please rate your experience with the RSU Representative. Were they professional and knowledgeable?

Please select one of the following:

Excellent Above Average Average Below Average Unacceptable Not Applicable

Additional Comments:

4. How did the **RSU Production Team perform**? Please rate each position and their performance on your project. Feel free to add comments about any specific person, subcontractor or supply vendor.

Production Management

Excellent Above Average Average Below Average Unacceptable Not Applicable

Project Supervisor or Service Technician

Excellent Above Average Average Below Average Unacceptable Not Applicable

Workers on the Job

Excellent Above Average Average Below Average Unacceptable Not Applicable

Quality of the Work Performed

Excellent Above Average Average Below Average Unacceptable Not Applicable

Work-site Neatness/Cleanliness

Excellent Above Average Average Below Average Unacceptable Not Applicable

Worker Professionalism/Courtesy

Excellent Above Average Average Below Average Unacceptable Not Applicable

Additional Comments:

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5. What was the main reason you chose RSU Contractors?
6. Would you be willing to provide a recorded testimonial for our website?
7. Are you interested in accomplishing any other projects with RSU in the near future? Please specify.
8. At RSU our goal is to continue to improve. Please provide any additional Comments/Suggestions/Concerns here:

In addition to completing this survey, please post a Google Review at: RSU Contractors of Murfreesboro (Control/click to follow link):

<https://www.google.com/#q=rsu+contractors+of+murfreesboro>

Thank you for completing the survey!

Please return the survey to your RSU consultant, email to info@RSUcontractors.com or mail it to our corporate office to receive your 18 month written warranty! 1461 Battleground Drive, Murfreesboro, TN 37129

RSU Contractors offers Full Service Remodeling, Construction Projects and Maintenance Programs for Residential & Commercial Customers.

- ❖ CONSTRUCTION PROJECTS
- ❖ WHOLE HOUSE RENOVATIONS & ADDITIONS
- ❖ KITCHEN
- ❖ BATHS
- ❖ MASTER SUITES
- ❖ SUNROOMS & PORCHES
- ❖ OUTDOOR PROJECTS
- ❖ CUSTOM GARAGES
- ❖ FAMILY & GREAT ROOMS
- ❖ OFFICE BUILDOUTS & STORE FRONTS
- ❖ DESIGN & CONSULTATION
- ❖ ROUTINE MAINTENANCE PROGRAMS
- ❖ SERVICE WORK & REPAIRS – LARGE AND SMALL