

SoulBeGood, LLC Customer Survey

The purpose of the customer survey is:

To obtain an overall perspective of our performance in meeting customer needs and expectations
To identify areas of additional focus and improvement

The following actions will be taken:

1. Survey scores will be calculated and averaged
2. All low ranking areas highlighted by the customer will be used to prioritize improvement plans

Property Owner:	Martina Lawlor
Date:	3 years of Home Away services: House Maintenance Rental Property
Brief Description of work:	Small home projects, home maintenance, home cleaning

Statement		Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1.	SoulBeGood met your quality expectations	5	
2.	The Home was Clean, renters were happy	5	
3.	Good communication on status of projects/issues	5	
4.	Projected costs were in line with actual costs	5	
5.	SoulBeGood was responsive to your needs	5	
6.	Your overall satisfaction with contracted services	5	
	Additional Comments: Any homeowner would be secure in employing the services of Tom and Gina Hernandez as they are responsible, ethical, competent, and kind.		

Thank you for your time

Sincerely,

Tomas and Gina Hernandez
SoulBeGood, LLC

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Property Owners:	Mr and Mrs Mike and Darlene Arnold
Date:	2 years of Home Away Service, ending May 2014
Brief Description of work:	Small home projects, home maintenance, home cleaning
	Single point of contact for issues, weekly watering of plant and Mics

Statement	Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1. SoulBeGood met your quality expectations	5	
2. The Home was Clean after projects completed	5	
3. Good communication on project status	5	
4. Projected costs were in line with actual costs	5	
5. SoulBeGood was responsive to your needs	5	
6. Your overall satisfaction with contracted services	5	
Additional Comments:		

Thank you for your time

Sincerely,

Tomas Hernandez Jr
SoulBeGood, LLC

It has been so wonderful to know that you were taking care of our home and plants. You allowed us to not worry about our home while we were away. You more than exceeded what we expected out of your service. Thanks again for all you have done for us. We highly recommend your service.
Darlene + Mike Arnold

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Client Location:	Hal Huston-Home
SBG Staff assigned:	Tomas Hernandez
Customer:	Paula Bianchi

Statement		Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1.	SBG services met your quality standards	5	
2.	SBG provided services on time	5	
3.	The SBG team conducted business with integrity and professionalism	5	
4.	The SBG team was adaptable and flexible to your needs	5	
5.	Communications were timely and effective (project schedule, changes, etc.)	5	
6.	Your overall satisfaction with SBG services	5	
	Additional Comments:	Will use you again and again, dependable, reliable and fair pricing!	

Thank you for your time

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Client Location:	Jefferson Street
SBG Staff assigned:	Tomas Hernandez
Customer:	Mr. & Mrs. Davis

Statement		Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1.	SBG services met your quality standards	5	
2.	SBG provided services on time	5	
3.	The SBG team conducted business with integrity and professionalism	5	
4.	The SBG team was adaptable and flexible to your needs	5	
5.	Communications were timely and effective (project schedule, changes, etc.)	5	
6.	Your overall satisfaction with SBG services	5	
	Additional Comments: The "cleanup of our yard" with many pine needles and leaves was done PERFECTLY! They even cleaned each of the plant wells to remove any debris. And, during this they were careful to not displace the drip system tubing. Then all of the needles, leaves and other plant materials were hauled away efficiently. We would recommend them to ANYONE!		

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Client Location:	Home
SBG Staff assigned:	Tomas/Gina Hernandez
Customer:	Mr. Jerry Mattingly

Statement		Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1.	SBG services met your quality standards	5	
2.	SBG provided services on time	5	
3.	The SBG team conducted business with integrity and professionalism	5	
4.	The SBG team was adaptable and flexible to your needs	5	
5.	Communications were timely and effective (project schedule, changes, etc.)	5	
6.	Your overall satisfaction with SBG services	6	
	Additional Comments: Highly recommended to perform most any services around the home – inside or out.		

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Client Location:	19021 Jimmie Bell
SBG Staff assigned:	Tomas Hernandez (outsourced to Greg Kraus)
Customer:	Mark Johnson

Statement		Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1.	SBG services met your quality standards	5	
2.	SBG provided services on time	5	
3.	The SBG team conducted business with integrity and professionalism	5	
4.	The SBG team was adaptable and flexible to your needs	5	
5.	Communications were timely and effective (project schedule, changes, etc.)	5	
6.	Your overall satisfaction with SBG services	5	
	Additional Comments:		

Thank you for your time

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Client Location:	Home Unit 1, Lot 409
SBG Staff assigned:	Tomas/Gina Hernandez
Customer:	Martina Lawlor

Statement		Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1.	SBG services met your quality standards	5	
2.	SBG provided services on time	5	
3.	The SBG team conducted business with integrity and professionalism	5	
4.	The SBG team was adaptable and flexible to your needs	5	
5.	Communications were timely and effective (project schedule, changes, etc.)	5	
6.	Your overall satisfaction with SBG services	5	
	Additional Comments: Highly recommended to perform most any services around the home – inside or out.	5	

I would recommend Tomas and Gina Hernandez and their services to anyone who requires a sense of security in accomplishing all home tasks, especially, as I must, from a distance.

Martina Lawlor

Thank you for your time

Sincerely,

Tomas & Gina Hernandez

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Client Location:	Hillhurst-Unit 1, Lot 238
SBG Staff assigned:	Tomas Hernandez
Customer:	Nancy Jones

Statement		Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1.	SBG services met your quality standards	5	
2.	SBG provided services on time	5	
3.	The SBG team conducted business with integrity and professionalism	5	
4.	The SBG team was adaptable and flexible to your needs	5	
5.	Communications were timely and effective (project schedule, changes, etc.)	5	
6.	Your overall satisfaction with SBG services	5	
	Hi Gina and Tom, Of course, you have "5"s in every respect and of course, I was more than satisfied. You are just so good and so professional. We're not used to that here. You'll need to tone it down a bit - oh, and you need to charge more, too.		

Thank you for your time

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Client Location:	Unit 4,lot 396
SBG Staff assigned:	Tomas/Gina Hernandez
Customer:	Mr and Mrs Paul Parisi

Statement		Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1.	SBG services met your quality standards	5	Great service.
2.	SBG provided services on time	5	Excellent response time
3.	The SBG team conducted business with integrity and professionalism	5	Very professional.
4.	The SBG team was adaptable and flexible to your needs	5	
5.	Communications were timely and effective (project schedule, changes, etc.)	5	Excellent communications and timeliness.
6.	Your overall satisfaction with SBG services	5	
	Additional Comments: Tom and Gina provide a service that puts a homeowner's mind at ease. They are responsive, professional, cost effective, reliable and do a great job.		

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Client Location:	12445 Cassaretto Court, Unit 1, Lot 461
SBG Staff assigned:	Tomas and Gina Hernandez
Customer:	Jon & Kwok Goulden

Statement		Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1.	SBG services met your quality standards	5	
2.	SBG provided services on time	5	
3.	The SBG team conducted business with integrity and professionalism	5	
4.	The SBG team was adaptable and flexible to your needs	5	
5.	Communications were timely and effective (project schedule, changes, etc.)	5	Being remote, appreciate your timely email responses
6.	Your overall satisfaction with SBG services	5	
	Additional Comments: Thank you for a job well-done with the thorough spring cleaning. Do you also do the lighter (less costly) routine cleaning?		

Thank you for your time

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Client Location:	12430 Mills St
SBG Staff assigned:	Tomas and Gina Hernandez
Customer:	Mike & Joan Smith

Statement		Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1.	SBG services met your quality standards	5	
2.	SBG provided services on time	5	
3.	The SBG team conducted business with integrity and professionalism	5	
4.	The SBG team was adaptable and flexible to your needs	5	
5.	Communications were timely and effective (project schedule, changes, etc.)	5	
6.	Your overall satisfaction with SBG services	5	
	Additional Comments: Thank you for a job well-done with the thorough spring cleaning. Do you also do the lighter (less costly) routine cleaning?		

Thank you for your time

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Client Location:	James Circle
SBG Staff assigned:	Tomas and Gina Hernandez
Customer:	Patricia Polen

Statement		Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1.	SBG services met your quality standards	5	
2.	SBG provided services on time	5	
3.	The SBG team conducted business with integrity and professionalism	5	
4.	The SBG team was adaptable and flexible to your needs	5	
5.	Communications were timely and effective (project schedule, changes, etc.)	5	
6.	Your overall satisfaction with SBG services	5	
	Additional Comments: Tom was flexible with the installation of our two lights in our PML Home Kitchen. He completed the job and kept us informed, providing a complete breakdown of parts and labor.		

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Property Owners:	Mr and Mrs Robert West
Date:	~60 days of project duration
Brief Description of work:	H2O leak, carpet cleaning, mold removal, leaking gutters, new window, re-install posts, remove and install new lattice, replace bulbs, address smoke detectors, install lock box, save \$ on propane by switching suppliers, replace damaged joists, touch up painting as needed, sand and resurface kitchen/hallway and bathroom wood floor....

Statement		Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1.	SoulBeGood met your quality expectations	5	
2.	The Home was Clean after projects completed	5	
3.	Good communication on project status	5	
4.	Projected costs were in line with actual costs	5	
5.	SoulBeGood was responsive to your needs	5	
6.	Your overall satisfaction with contracted services	5	
	Additional Comments:	Hard to get help up on the hill as some from Sonora or up there don't respond very quickly. Very helpful to have someone help coordinate and choose from the best of them.	

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Tomas Hernandez Jr
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Property Owners:	Mr. John Bracken
Date:	~60 days of project duration
Brief Description of work:	Broken water line: worked with Farmers Insurance, flood mitigation, electrician, appliance rep, flooring rep, plumber and contractor to get all issues identified, repaired, justified additional expense and kept all in the communication loop.

Statement		Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1.	SoulBeGood met your quality expectations	5	
2.	The Home was Clean after projects completed	5	
3.	Good communication on project status	5	
4.	Projected costs were in line with actual costs	4	
5.	SoulBeGood was responsive to your needs	5	
6.	Your overall satisfaction with contracted services	5	
	Additional Comments: Excellent help in acting as agent/liason between myself, insurance company (claims adjuster AND insurance agent), and contractors. I was very satisfied with Tom's assistance in reducing overall costs. He was also instrumental in ensuring that detailed expenses were pointed out to, and then covered by the insurance company.		

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Client Location:	Unit 1, Lot 444
SBG Staff assigned:	Tomas and Gina Hernandez
Customer:	Rick/Caron Whitacre

Statement		Performance Evaluation (1 to 5) where 1 is poor and 5 is outstanding	Comments (Please provide input on any item scored 1 or 2 in performance)
1.	SBG services met your quality standards	5	
2.	SBG provided services on time	5	
3.	The SBG team conducted business with integrity and professionalism	5	
4.	The SBG team was adaptable and flexible to your needs	5	
5.	Communications were timely and effective (project schedule, changes, etc.)	5	
6.	Your overall satisfaction with SBG services	5	
	Additional Comments: Very happy with the services provided by SBG. Being an absentee owner of a PML property, it would have been difficult, if not impossible, to coordinate all the activities of our sale without them. They aggressively drove the projects that needed to be done and provided timely updates along the way		

Thank you for your time

Sincerely,

Tomas & Gina Hernandez