

Congratulations . . .



**Barefoot & Company, Inc.
is Homeowner Approved!**



Executive Summary

Congratulations! Barefoot & Company, Inc. scored an A on the HomeServiceReports.org Customer Satisfaction Survey. Based on your performance, we invite you to join the growing list of exceptional companies that are HomeServiceReports.org HOMEOWNER APPROVED.

Research Process Summary

As an independent research firm and advocate for consumers, we conduct an intensive, proprietary process to identify the finest home services providers and determine HOMEOWNER APPROVED program participants. We begin with recommended companies and then filter out low-performing businesses through extensive research based upon reliable, nationally recognized resources such as Hoovers.com, Dun and Bradstreet and the Better Business Bureau. Once we have narrowed the field, we make final selections with help from the most important critics . . . Homeowners who have recently used services from the business under review.

To complete this vital step for **Barefoot & Company, Inc.**, we obtained feedback from customers most recently served by your organization. Applying formal research techniques, we randomly selected 10 homeowners from the list of 72 names that you submitted for our consideration, and then personally contacted these homeowners to confirm your customer satisfaction levels. Our survey process included a 10 Point Inspection of your service, and then asked the most critical question: "Based on your experience, would you recommend this company to a family member or a good friend?" (See Exhibit A for Actual Survey.)

Results Summary

The 10 Point Inspection demonstrated that your commitment to quality and customer satisfaction meets the high standards of our HOMEOWNER APPROVED program. **Of the 10 homeowners surveyed, 10 indicated that they would recommend your company to a family member or good friend.**

Your average score was an A in 10 out of 10 performance categories. You earned a perfect score in the following seven areas:

- Answering and returning phone calls timely
- Answering questions effectively and courteously
- Attempting to quote the job accurately
- Being professionally mannered and neatly groomed
- Starting and completing the job timely
- Performing the job with quality workmanship
- Resolving any "punch" items fairly and timely

Although overall performance was very strong, our study did reveal a few areas for improvement. Your company was rated B or lower by at least one homeowner in the following areas:

- Explaining job and possible challenges thoroughly
- Leaving the work area clean
- Charging a fair price for the work that was done

Details of your performance ratings are included in Exhibits B and C to assist with your customer satisfaction development and client retention efforts. Please feel free to contact us for additional information regarding our survey process or our HOMEOWNER APPROVED program.

Homeowner Survey

Rate your home service company below. Each completed survey will be entered into a quarterly drawing for a \$100 gift card.

1. Background Information: This information is important to the research process and will not be used in any form of solicitation. *Your personal data will remain confidential.*

Homeowner Name: _____

Street Address: _____

City: _____ State: _____ ZIP: _____

Email: _____ Phone: _____

Home Service Provider: _____ Company Trade: _____

Contact Person: _____ Phone: _____

2. Briefly describe the type of work completed on your home (i.e. new roof, A/C repair, deck installation, and etc.)

3. Please provide a letter grade (A being top score) on the following:

| The home service provider: | A | B | C | D | F | N/A |
|---|---|---|---|---|---|-----|
| Answered the phone/returned calls timely | | | | | | |
| Answered my questions effectively and courteously | | | | | | |
| Explained job and possible challenges thoroughly | | | | | | |
| Made honest attempt to quote the job accurately | | | | | | |
| Was professionally mannered and neatly groomed | | | | | | |
| Started and completed the job timely | | | | | | |
| Performed the job with quality workmanship | | | | | | |
| Left the work area clean | | | | | | |
| Charged a fair price for the work that was done | | | | | | |
| Resolved any "punch" items fairly and timely | | | | | | |

4. Based on your experience, would you recommend this company to a family member or a good friend? YES NO

5. Please explain your answer to question 4 in a few sentences.

6. Please provide information on other companies that you would recommend to your neighbors and HomeServiceReports.org.

Recommended Company: _____ Phone: _____

Recommended Company: _____ Phone: _____

Recommended Company: _____ Phone: _____

Recommended Company: _____ Phone: _____

7. Do you have feedback regarding HomeServiceReports.org and/or our survey process?

Complete survey online at www.homeservicereports.org

or Fax to 704-555-1234 or mail to HomeServiceReports.org • 7675 Classic Way • Atlanta, Georgia 30350

Please provide a letter grade (A being top score) on the following:

| Barefoot & Company, Inc. (Shower Doors/Mirrors): | A (5 points) | B (4 points) | C (3 points) | D (2 points) | F (1 point) | N/A | Rating Average | Response Count |
|--|-----------------|-----------------|-----------------|-----------------|----------------|-------------|--------------------------|-------------------|
| Answered the phone/returned calls timely | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| Answered my questions effectively and courteously | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| Made honest attempt to quote the job accurately | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| Explained job and possible challenges thoroughly | 80.0% (4) | 0.0% (0) | 20.0% (1) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 4.60 | 5 |
| Was professionally mannered and neatly groomed | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| Started and completed the job timely | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| Performed the job with quality workmanship | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| Left the work area clean | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| Charged a fair price for the work that was done | 80.0% (4) | 20.0% (1) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 4.80 | 5 |
| Resolved any "punch" items fairly and timely | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| | | | | | | | <i>answered question</i> | 5 |
| | | | | | | | <i>skipped question</i> | 0 |

Based on your experience, would you recommend this company to a family member or a good friend?

| | Response Percent | Response Count |
|-----|--------------------------|-------------------|
| Yes | 100.0% | 5 |
| No | 0.0% | 0 |
| | <i>answered question</i> | 6 |
| | <i>skipped question</i> | 0 |

Please provide a letter grade (A being top score) on the following:

| Barefoot & Company, Inc. (Windows/Doors): | A (5 points) | B (4 points) | C (3 points) | D (2 points) | F (1 point) | N/A | Rating Average | Response Count |
|--|-----------------|-----------------|-----------------|-----------------|----------------|-------------|--------------------------|-------------------|
| Answered the phone/returned calls timely | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| Answered my questions effectively and courteously | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| Made honest attempt to quote the job accurately | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| Explained job and possible challenges thoroughly | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| Was professionally mannered and neatly groomed | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| Started and completed the job timely | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| Performed the job with quality workmanship | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| Left the work area clean | 80.0% (4) | 20.0% (1) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 4.80 | 5 |
| Charged a fair price for the work that was done | 80.0% (4) | 20.0% (1) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 4.80 | 5 |
| Resolved any "punch" items fairly and timely | 100.0% (5) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 5.00 | 5 |
| | | | | | | | <i>answered question</i> | 5 |
| | | | | | | | <i>skipped question</i> | 0 |

Based on your experience, would you recommend this company to a family member or a good friend?

| | Response Percent | Response Count |
|-----|--------------------------|-------------------|
| Yes | 100.0% | 5 |
| No | 0.0% | 0 |
| | <i>answered question</i> | 5 |
| | <i>skipped question</i> | 0 |

1. Answered the phone/returned calls timely:

| | |
|--|-----------|
| Claudine Imler (Shower Doors/Mirrors) | A (5 pts) |
| Carana O'Melveney (Shower Doors/Mirrors) | A (5 pts) |
| Amy Markel (Shower Doors/Mirrors) | A (5 pts) |
| Connie Mortiz (Shower Doors/Mirrors). | A (5 pts) |
| Jessica Saner (Shower Doors/Mirrors). | A (5 pts) |
| Shaley Anne Kiser (Windows/Doors) | A (5 pts) |
| Joe Walker (Windows/Doors) | A (5 pts) |
| Allison Van Pelt (Windows/Doors) | A (5 pts) |
| Claudine Imler (Windows/Doors) | A (5 pts) |
| Rober Buker (Windows/Doors). | A (5 pts) |

2. Answered my questions effectively/courteously:

| | |
|--|-----------|
| Claudine Imler (Shower Doors/Mirrors) | A (5 pts) |
| Carana O'Melveney (Shower Doors/Mirrors) | A (5 pts) |
| Amy Markel (Shower Doors/Mirrors) | A (5 pts) |
| Connie Mortiz (Shower Doors/Mirrors). | A (5 pts) |
| Jessica Saner (Shower Doors/Mirrors). | A (5 pts) |
| Shaley Anne Kiser (Windows/Doors) | A (5 pts) |
| Joe Walker (Windows/Doors) | A (5 pts) |
| Allison Van Pelt (Windows/Doors) | A (5 pts) |
| Claudine Imler (Windows/Doors) | A (5 pts) |
| Rober Buker (Windows/Doors). | A (5 pts) |

3. Made an honest attempt to quote the job accurately:

| | |
|--|-----------|
| Claudine Imler (Shower Doors/Mirrors) | A (5 pts) |
| Carana O'Melveney (Shower Doors/Mirrors) | A (5 pts) |
| Amy Markel (Shower Doors/Mirrors) | A (5 pts) |
| Connie Mortiz (Shower Doors/Mirrors). | A (5 pts) |
| Jessica Saner (Shower Doors/Mirrors). | A (5 pts) |
| Shaley Anne Kiser (Windows/Doors) | A (5 pts) |
| Joe Walker (Windows/Doors) | A (5 pts) |
| Allison Van Pelt (Windows/Doors) | A (5 pts) |
| Claudine Imler (Windows/Doors) | A (5 pts) |
| Rober Buker (Windows/Doors). | A (5 pts) |

4. Explained job and possible challenges thoroughly:

| | |
|--|-----------|
| Claudine Imler (Shower Doors/Mirrors) | A (5 pts) |
| Carana O'Melveney (Shower Doors/Mirrors) | A (5 pts) |
| Amy Markel (Shower Doors/Mirrors) | A (5 pts) |
| Connie Mortiz (Shower Doors/Mirrors). | A (5 pts) |
| Jessica Saner (Shower Doors/Mirrors). | C (3 pts) |
| Shaley Anne Kiser (Windows/Doors) | A (5 pts) |
| Joe Walker (Windows/Doors). | A (5 pts) |
| Allison Van Pelt (Windows/Doors) | A (5 pts) |
| Claudine Imler (Windows/Doors) | A (5 pts) |
| Rober Buker (Windows/Doors). | A (5 pts) |

5. Was professionally mannered and neatly groomed:

| | |
|--|-----------|
| Claudine Imler (Shower Doors/Mirrors) | A (5 pts) |
| Carana O'Melveney (Shower Doors/Mirrors) | A (5 pts) |
| Amy Markel (Shower Doors/Mirrors) | A (5 pts) |
| Connie Mortiz (Shower Doors/Mirrors). | A (5 pts) |
| Jessica Saner (Shower Doors/Mirrors). | A (5 pts) |
| Shaley Anne Kiser (Windows/Doors) | A (5 pts) |
| Joe Walker (Windows/Doors). | A (5 pts) |
| Allison Van Pelt (Windows/Doors) | A (5 pts) |
| Claudine Imler (Windows/Doors) | A (5 pts) |
| Rober Buker (Windows/Doors). | A (5 pts) |

6. Started and completed the job timely:

| | |
|--|-----------|
| Claudine Imler (Shower Doors/Mirrors) | A (5 pts) |
| Carana O'Melveney (Shower Doors/Mirrors) | A (5 pts) |
| Amy Markel (Shower Doors/Mirrors) | A (5 pts) |
| Connie Mortiz (Shower Doors/Mirrors). | A (5 pts) |
| Jessica Saner (Shower Doors/Mirrors). | A (5 pts) |
| Shaley Anne Kiser (Windows/Doors) | A (5 pts) |
| Joe Walker (Windows/Doors). | A (5 pts) |
| Allison Van Pelt (Windows/Doors) | A (5 pts) |
| Claudine Imler (Windows/Doors) | A (5 pts) |
| Rober Buker (Windows/Doors). | A (5 pts) |

7. Performed the job with quality workmanship:

| | |
|--|-----------|
| Claudine Imler (Shower Doors/Mirrors) | A (5 pts) |
| Carana O'Melveney (Shower Doors/Mirrors) | A (5 pts) |
| Amy Markel (Shower Doors/Mirrors) | A (5 pts) |
| Connie Mortiz (Shower Doors/Mirrors) | A (5 pts) |
| Jessica Saner (Shower Doors/Mirrors) | A (5 pts) |
| Shaley Anne Kiser (Windows/Doors) | A (5 pts) |
| Joe Walker (Windows/Doors) | A (5 pts) |
| Allison Van Pelt (Windows/Doors) | A (5 pts) |
| Claudine Imler (Windows/Doors) | A (5 pts) |
| Rober Buker (Windows/Doors) | A (5 pts) |

8. Left the work area clean:

| | |
|--|-----------|
| Claudine Imler (Shower Doors/Mirrors) | A (5 pts) |
| Carana O'Melveney (Shower Doors/Mirrors) | A (5 pts) |
| Amy Markel (Shower Doors/Mirrors) | A (5 pts) |
| Connie Mortiz (Shower Doors/Mirrors) | A (5 pts) |
| Jessica Saner (Shower Doors/Mirrors) | A (5 pts) |
| Shaley Anne Kiser (Windows/Doors) | B (4 pts) |
| Joe Walker (Windows/Doors) | A (5 pts) |
| Allison Van Pelt (Windows/Doors) | A (5 pts) |
| Claudine Imler (Windows/Doors) | A (5 pts) |
| Rober Buker (Windows/Doors) | A (5 pts) |

9. Charged a fair price for the work that was done:

| | |
|--|-----------|
| Claudine Imler (Shower Doors/Mirrors) | A (5 pts) |
| Carana O'Melveney (Shower Doors/Mirrors) | A (5 pts) |
| Amy Markel (Shower Doors/Mirrors) | A (5 pts) |
| Connie Mortiz (Shower Doors/Mirrors) | A (5 pts) |
| Jessica Saner (Shower Doors/Mirrors) | B (4 pts) |
| Shaley Anne Kiser (Windows/Doors) | B (4 pts) |
| Joe Walker (Windows/Doors) | A (5 pts) |
| Allison Van Pelt (Windows/Doors) | A (5 pts) |
| Claudine Imler (Windows/Doors) | A (5 pts) |
| Rober Buker (Windows/Doors) | A (5 pts) |

10. Resolved any "punch" items fairly and timely:

- Claudine Imler (Shower Doors/Mirrors) A (5 pts)
- Carana O'Melveney (Shower Doors/Mirrors) A (5 pts)
- Amy Markel (Shower Doors/Mirrors) A (5 pts)
- Connie Mortiz (Shower Doors/Mirrors) A (5 pts)
- Jessica Saner (Shower Doors/Mirrors) A (5 pts)
- Shaley Anne Kiser (Windows/Doors) A (5 pts)
- Joe Walker (Windows/Doors) A (5 pts)
- Allison Van Pelt (Windows/Doors) A (5 pts)
- Claudine Imler (Windows/Doors) A (5 pts)
- Rober Buker (Windows/Doors) A (5 pts)

Based on your experience, would you recommend this company to a family member or good friend?

- Claudine Imler (Shower Doors/Mirrors)
- Carana O'Melveney (Shower Doors/Mirrors)
- Amy Markel (Shower Doors/Mirrors)
- Connie Mortiz (Shower Doors/Mirrors).....
- Jessica Saner (Shower Doors/Mirrors).....
- Shaley Anne Kiser (Windows/Doors)
- Joe Walker (Windows/Doors)
- Allison Van Pelt (Windows/Doors)
- Claudine Imler (Windows/Doors)
- Rober Buker (Windows/Doors).....

In a few sentences, please explain your answer to the question above:

Claudine Imler (Shower Doors/Mirrors)
Barefoot & Company was awesome! I'm very busy and they were great to work around my schedule and make sure I was happy in the end. Closets look great!

Carana O'Melveney (Shower Doors/Mirrors)
I'm very happy with all the work that was done. Barefoot & Company has done several things for us. They are a good company.

Connie Mortiz (Shower Doors/Mirrors)
Barefoot & Company was great. There was a problem with the tile that they attached the shower door to. They kept coming back until it was right. I was very impressed! I would recommend them.

Jessica Saner (Shower Doors/Mirrors)
They did a good job and I would use them again. There was a concern with the shower door though. What we wanted to do wasn't possible, but we weren't told about it until midway through the project. It would have been nice to know sooner so we could have had more time to make another choice.

Shaley Anne Kiser (Windows/Doors)

The end result was good. Barefoot was easy to work with and professional. Thank you!

Joe Walker (Windows/Doors)

Barefoot & Company did a good job for us. I would give them the business again.

Allison Van Pelt (Windows/Doors)

We have gone through three renovations. Out of all the companies we have worked with, Barefoot & Company made things the absolute smoothest. I will call them again, and make sure my friends do as well.

Claudine Imler (Windows/Doors)

We have used Barefoot for several things. If they do it, I will use them.

Robert Buker (Windows/Doors)

They were great to work with from the beginning. They quoted me a price via email per my request. No high pressure sales. The installers were great and the windows in the basement match the rest of the house.