



COMPLETE DKI CUSTOMER SATISFACTION SURVEY: RESTORATION SERVICES

We would appreciate your feedback on the repair or restoration services we recently completed on your property. Our restoration work is separate from our emergency services, please only leave feedback for the restoration services provided. If emergency services were also provided, you will receive a separate customer survey. Thank you!

Complete DKI is committed to providing exceptional customer service and the highest quality work for our customers. Please return this survey in the self-addressed, stamped envelope provided so that we can continue to ensure our standards are being met.

PLEASE RATE US ON A SCALE OF 1 TO 10

	Poor									Excellent
Staff Friendliness Was our staff friendly and courteous throughout the duration of the work?	1	2	3	4	5	6	7	8	9	10
Response Time Did we respond as quickly as promised?	1	2	3	4	5	6	7	8	9	10
Communication During the Project Were you kept informed regularly during the work?	1	2	3	4	5	6	7	8	9	10
Appearance of Staff Was our staff neat in appearance and wearing gear that identified them?	1	2	3	4	5	6	7	8	9	10
Job Completion Was the job completed in the timeframe committed?	1	2	3	4	5	6	7	8	9	10
Overall Quality of Service Were you pleased with the quality of service you received from our company?	1	2	3	4	5	6	7	8	9	10
Treatment of Family/Staff & Your Property How satisfied were you with our treatment of your family/staff and property?	1	2	3	4	5	6	7	8	9	10
Likelihood You Would Refer How likely are you to refer Complete DKI to family, friends, or colleagues?	1	2	3	4	5	6	7	8	9	10

ADDITIONAL COMMENTS & CONCERNS

Do you have any additional comments about Complete DKI, or staff members you would like to recognize?

The professional behavior and quality of the work for our project was done in every area. The guys working and the project manager could not have been nicer or kinder and they were extremely respectful of our needs and wishes and we would recommend them to others for sure.

Your Name: Billy R. Kirkland

Yes, Complete DKI may publish my comments on their website and/or promotional material.



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ADDITIONAL COMMENTS & CONCERNS

Do you have any additional comments about Complete DKI, or staff members you would like to recognize?

appreciate your work and service - you made this situation less stressful

Your Name: *Beckie Ella Rebecca Wellwood*

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ADDITIONAL COMMENTS & CONCERNS

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I was very pleased with the work Carlos did.
I am also very impressed with the way David Peters handled all aspects of the repair of my ceiling beginning up to the job, during the job and the follow up!
Thank you!

Your Name: Denise Peters

Yes, Complete DKI may publish my comments on their website and/or promotional material.

VIEW ONLINE AT WWW.COMPLETEDIKI.COM

10000 W. 10th Street, Parkville, MO 64151 | PHONE 850.225.5354 | FAX 850.912.8869



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Staff members Chris Hord and Sara Walsh made the experience of fire loss not so terrible. They were very easy to work with, understanding and patient with my concerns. Personnel like Chris and Sara make Complete DKI winners!!

Your Name: Donald G. Saggart 23 MAR 17

Yes. Complete DKI may publish my comments on their website and/or promotional material



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The guys doing the job were very nice and willing to take care of some problems we had with the job.
The cleaning girl did a great job!
David Rogers was very nice and easy to work with, I would tell everyone to use DKI and David!

Your Name: Dean Harris

Yes. Complete DKI may publish my comments on their website and/or promotional material