



200 Seventh Avenue, Suite 230, Santa Cruz, CA 95062 Phone (831) 476-4502 Fax (831) 476-2732 - CCL B-603517

### Client's Evaluation of MFC Services

Thank you very much for your time and your business. At MFC we strive to deliver excellent service and keep our clients satisfied. We greatly appreciate your taking a few minutes to give us your feedback about your experience working with us.

After completing this form, please use the submit by email button to return it to MFC.

Case: Podium Slab Waterproofing Advice  
Site Address: \_\_\_\_\_ Monterey, California  
Name: Dustin Cook, D. Cook Construction 10/23/19

Did you find our work valuable? If so, how? If not, why?

Yes. Immediate response time. Detailed observations and solutions to fix the problem.

What could we have done differently to help you better?

Next time I will have a separate meeting time with MFC and client rather than the initial one. The client tends to hijack the issue with their own agenda. Can't address the real problem.

What did you like or not like about working with MFC?

Micah is gracious and positive in his evaluations. Keeps the conversation out of blame and addresses the problem solving.

Were you kept aware of the job's progress to your satisfaction?  1  2  3  4  5 (best)

Did we meet your expectations?  1  2  3  4  5 (best)

Would you recommend our company to others?  yes  no

May we use your comments as a testimonial?  yes  no

Primary reason for choosing MFC?  Reputation  Referral  Value  Other, see below:

Additional Comments: I saw Micah & Myles at a presentation and was impressed.

Thank you for your time.  
Please do not hesitate to call MFC if we can assist you further.