

ICA thanks you for your valued business. We genuinely appreciate you as our customer and you have our personal assurance that we will make every effort to maintain your confidence in us. As part of this commitment we developed our **PRIDE** program to ensure customer satisfaction. Through **Productivity, Responsiveness, Innovation, Dedication and Enthusiasm** we pledge **PRIDE** quality on every project.

We are constantly striving to improve our service to our new and long-standing customers. We would appreciate your confidential comments. Please fill out this postage-paid **PRIDE** report card and mail it back to me personally so we can ensure that we "exceed your expectations" in the future! To return your response, simply re-fold the card so that the **ICA** address is on the outside, staple at bottom and drop in the mail.

Sincerely,



Lee Spaminato
President

Date: 7/10/07

Client Name: DALE A GLICKEN Phone: 970 384 2528

ICA Employee: _____

Job Description: _____

QUALITY SERVICE REPORT CARD

It is our goal to meet or exceed your expectations in the following six areas of customer commitment. Please rate our performance from 1 (not acceptable) to 5 (high level of performance):

| | Pride Rating |
|--|--------------|
| We did what we said we were going to do when we said we were going to do it | <u>5</u> |
| We did produce our industry's highest level of quality services and productivity | <u>5</u> |
| We did provide an on-time scheduled completion project | <u>5</u> |
| We did provide flexibility, responsiveness and enthusiasm in servicing our customer | <u>5</u> |
| We did recognize our responsibility to keep our customers proactively informed to the degree that they never had to call to learn of the status of their project or service call | <u>5</u> |
| We did recognize that the burden of communication rests with us and it is our responsibility to discover our customer's needs. | <u>5</u> |

Comments: excellent service

