



Our mission is to be the *most trusted* tree care company in our service area. We will earn that trust with professional action in all areas of our work through attention to details and delivering high value results.

Finch Tree Surgery, Inc. POBox 0907 San Gabriel CA 91778 626.286.2716

Please take a moment to let me know how we are doing by returning this with your payment. If you like email, just send us a quick note to **Trees@FinchTree.com**, or visit our web site **www.FinchTree.com**.

Would you care to share your email address? _____

■ **OFFICE SUPPORT STAFF**

- Phones:** polite, friendly, professional 😊 😐 😞
- Helpful:** cooperative thoughtful listener 😊 😐 😞
- Scheduling:** plenty of notice, when expected 😊 😐 😞
- Availability:** able to convey your request on first call..... 😊 😐 😞

What could our *office* have done better?
.....
.....

What did our *office* do best?.....
.....

■ **YOUR TREE REPRESENTATIVE**

- Promptness:** returning calls, arriving for appointments 😊 😐 😞
- Professionalism:** appearance, demeanor 😊 😐 😞
- Knowledgeable:** information made sense, answered questions 😊 😐 😞
- Thorough:** evaluated your needs, addressed details, raised issues.... 😊 😐 😞

What could your *rep* have done better?
.....
.....

What did your *rep* do best?.....
.....

Over please...

■ **YOUR WORK CREW**

- Preparedness:** arrived when expected ready to do the job..... 😊 😐 😞
- Comfortable:** with the crew, confident they knew their job 😊 😐 😞
- Efficient:** worked as a team focused on the job..... 😊 😐 😞
- Equipment:** adequate for the project..... 😊 😐 😞

What could our *crew* have done better?.....

What did our *crew* do best?

■ **YOUR TREES**

- Commitments:** work completed when expected as proposed 😊 😐 😞
- Objectives:** representative and crew solved your original needs..... 😊 😐 😞
- Peace of Mind:** feel better about your trees now than before work... 😊 😐 😞
- Work Site:** left as it was found or better..... 😊 😐 😞

What could we have done better for your *trees*?.....


What did we do best for your *trees*?

■ **OUR NEW WEBSITE AT WWW.FINCHTREE.COM, COMMENTS?**

.....

I hope the entire experience with our company has been pleasant. If we have not earned your *trust* to provide professional tree care, to meet our commitments, and to make sound recommendations while keeping your objectives in mind, I want to know about it. **What one thing could we do to improve our service for you?**

Thank you for your *time* and your *trust*,

Randy Finch, President 

Over please...