



## Pre-Construction Customer Survey

### Job:

Now that the job will be passed from Sales to Production we want to ensure that communication continues to flow well and keep everyone involved on the same page. To that end we ask that you take a minute and answer the questions below.

1. Who will be the primary decision maker from now on regarding specifications, scheduling, and contract costs?
2. What is the best means for communicating? Cell, home phone, work phone, e-mail, other?
3. Would having a weekly or bi-weekly job site meeting be good for you, or would you prefer to meet on an "as needed" basis?
4. Are there any "ground rules" regarding access to your property, dealing with pets, parking vehicles, etc. that we should be aware of?
5. Please list three (in order of importance to you) expectations you have when doing business with CEInc.

### Communication and chain-of-command:

- David is essentially handing the project over to our Production Department at this juncture. David will be happy to remain involved if you request him to do so.
- Our Architect, Alice Burress, is also available for design issues as an additional contracted service.
- Typically, the flow of communication is between the Lead Carpenter and the Homeowner.
- The Lead Carpenter reports directly to Kenny Brown, Production Manager. Kenny oversees the quality control for all our jobs yet leaves the daily tasks for each job to the assigned Lead Carpenter. Kenny's cell is 514-8375 and his email address is [kbrown@citadelenterprises.com](mailto:kbrown@citadelenterprises.com).
- Should you have any questions regarding billing or the flow of paperwork, feel free to contact our office. Our office hours are 8:30a.m. until 5:00p.m.
- Pete Loy, President, will typically not get involved with the daily management of individual jobs. However, he is kept informed and monitors overall quality and customer service. Pete is always available to all of our clients with a simple phone call to his cell at 514-4846.

Customer's signature and date: \_\_\_\_\_