



**Customer Satisfaction Survey**

Thank you for choosing Titan Electric for your electrical needs. We are interested in your experience with our company. Please take a few moments and complete this survey to let us know how we are doing.

**Customer and Project information**

Company Name: CLUNE CONSTRUCTION  
 Your Name: WILL MCGOWAN Phone Number: 312-609-4773  
 Your Title: PM Email Address: W.MCGOWAN@CLUNEGC.COM  
 Project Name: CDM Titan Contact: ERIC SCHALLER

On a scale of 1 to 4 please rate the following statements by marking an X in the applicable box.

POOR	FAIR	GOOD	EXCELLENT
1	2	3	4

**Quality of Work**

- The quality of the work met or exceeded my expectations.....
- Titan's people were safe.....
- The craftsmanship was high in quality.....
- Titan's people were professional.....

			X
			X
			X
			X

**Quality of Experience**

- Titan did a good job planning the project.....
- I feel that Titan gave me a good value for the money.....

			X
			X

**Quality of Responsiveness**

- Titan was productive on the job.....
- Problems were resolved to my satisfaction.....
- The PM team responded quickly to problems.....
- Paperwork was processed in a timely manner.....

		X	
			X
			X
			X

**Quality of Communication**

- The project management team responded quickly to my questions and concerns.....
- I felt informed as the job progressed.....
- Problems were communicated to my satisfaction.....
- Titan's people were courteous and respectful.....

			X
			X
			X
			X

**Overall Level of Satisfaction**

- Everything considered, I am satisfied with the level of service provided by Titan.....

			X
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- Would you recommend Titan to others?

YES  NO

- Would you like our service department to contact you for maintenance?

YES  NO

- How could we have improved your experience on this project?
- Do you have any additional comments or suggestions?
- Please print your email address for our contact database:

**Thank you for your time. Your comments and suggestions are important to us.**

PLEASE RETURN TO:

TITAN ELECTRIC  
 401 E. North Ave.  
 Villa Park, IL 60181  
 ATTN: M. McInerney

Or email to: [mmcinerney@titan-elec.com](mailto:mmcinerney@titan-elec.com)



*161 W. Kinzie*

**Customer Satisfaction Survey**

**DATE:** 2/1/2011

Thank you for choosing Titan Electric for your electrical needs. We are interested in your experience with our company. Please take a few moments and complete this survey to let us know how we are doing.

**Customer and Project information**

Company Name: **James McHugh Construction Company**

Your Name: DAVID RIORDAN Phone Number: 312 446 3577

Your Title: PROJ. MANAGER Email Address: driordan@mcughconstruction.com

Project Name: 161 W. Kinzie Titan Contact: MIKE AHERN

On a scale of 1 to 4 please rate the following statements by marking an X in the applicable box.

POOR	FAIR	GOOD	EXCELLENT
1	2	3	4

**Quality of Work**

- The quality of the work met or exceeded my expectations.....
- Titan's people were safe.....
- The craftsmanship was high in quality.....
- Titan's people were professional.....

			X
			X
		X	
			X

**Quality of Experience**

- Titan did a good job planning the project.....
- I feel that Titan gave me a good value for the money.....

		X	
		X	

**Quality of Responsiveness**

- Titan was productive on the job.....
- Problems were resolved to my satisfaction.....
- The PM team responded quickly to problems.....
- Paperwork was processed in a timely manner.....

			X
			X
			X
			X

**Quality of Communication**

- The project management team responded quickly to my questions and concerns.....
- I felt informed as the job progressed.....
- Problems were communicated to my satisfaction.....
- Titan's people were courteous and respectful.....

		X	
			X
			X
			X

**Overall Level of Satisfaction**

- Everything considered, I am satisfied with the level of service provided by Titan.....

			X
--	--	--	---

- Would you recommend Titan to others?  YES  NO

• How could we have improved your experience on this project?

• Do you have any additional comments or suggestions?

• Please print your email address for our contact database: 1737 S. MICHIGAN AVE  
CHICAGO, IL 60616

**Thank you for your time. Your comments and suggestions are important to us.**

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TITAN ELECTRIC  
401 E. North Ave.  
Villa Park, IL 60181  
ATTN: M. McInerney

Or email to: [mmcinerney@titan-elec.com](mailto:mmcinerney@titan-elec.com)



**Customer Satisfaction Survey**

**DATE: January 26, 2011**

Thank you for choosing Titan Electric for your electrical needs. We are interested in your experience with our company. Please take a few moments and complete this survey to let us know how we are doing.

**Customer and Project information**

Company Name: JC Anderson/ Treehouse Foods  
 Your Name: DAN BUENETTE Phone Number: 630-834-1669  
 Your Title: PROJECT MGR Email Address: DBUENETTE@SCANDERSONWK.COM  
 Project Name: TREEHOUSE Titan Contact: BRYAN OLWIK

On a scale of 1 to 4 please rate the following statements by marking an X in the applicable box.

POOR	FAIR	GOOD	EXCELLENT
1	2	3	4

**Quality of Work**

- The quality of the work met or exceeded my expectations.....
- Titan's people were safe.....
- The craftsmanship was high in quality.....
- Titan's people were professional.....

			X
			X
			X
			X

**Quality of Experience**

- Titan did a good job planning the project.....
- I feel that Titan gave me a good value for the money.....

			X
			X

**Quality of Responsiveness**

- Titan was productive on the job.....
- Problems were resolved to my satisfaction.....
- The PM team responded quickly to problems.....
- Paperwork was processed in a timely manner.....

			X
			X
			X
			X

**Quality of Communication**

- The project management team responded quickly to my questions and concerns.....
- I felt informed as the job progressed.....
- Problems were communicated to my satisfaction.....
- Titan's people were courteous and respectful.....

			X
			X
			X
			X

**Overall Level of Satisfaction**

- Everything considered, I am satisfied with the level of service provided by Titan.....

			X
--	--	--	---

- Would you recommend Titan to others?  YES  NO

- How could we have improved your experience on this project?

- Do you have any additional comments or suggestions?

- Please print your email address for our contact database:

**Thank you for your time. Your comments and suggestions are important to us.**

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