

Dietrich Schmidt



# SKYLINE

BRINGING AMERICA HOME. BRINGING AMERICA FUN.®

Return in postage paid envelope to:  
646 S. Military Trail,  
Deerfield, FL 33442



## Commitment of Excellence

DIETRICH & LETICIA SCHMIDT-341-44898 --(951) 245-1533  
23-71-0191-X-2316CTB-2009 Del date: 09/08/2008 MA WILLIAMS MANUFACTURED HOMES INC

### About the Sales Staff

1. How satisfied were you with your treatment by the sales staff in terms of the following?

Very Satisfied ☺ 10 9 8 7 6 5 4 3 2 1 Very Dissatisfied ☹

- a. Helpfulness and courtesy of personnel  10  9  8  7  6  5  4  3  2  1
- b. Product knowledge of your salesperson.  10  9  8  7  6  5  4  3  2  1
- c. Explanation of your home's features  10  9  8  7  6  5  4  3  2  1
- d. Explanation of warranty coverage, maintenance requirements, safety and overall quality assurance  10  9  8  7  6  5  4  3  2  1
- e. Overall satisfaction with your sales treatment.  10  9  8  7  6  5  4  3  2  1

### About the Occupancy of Your Home

2. Please rate your overall satisfaction with the occupancy of your home

Very Satisfied ☺ 10 9 8 7 6 5 4 3 2 1 Very Dissatisfied ☹

### About your Service Experience

3. Has it been necessary for you to have service?  YES  NO  
3a. If YES, Rate your overall satisfaction with the service provided

Very Satisfied ☺ 10 9 8 7 6 5 4 3 2 1 Very Dissatisfied ☹

### About the Overall Buying Experience

4. Since moving into your home, has anyone contacted you about your buying experience?  
a.  Yes  No  
b. Were you contacted by your salesperson?  Yes  No

5. To sum it all up, overall how satisfied have you been with your buying experience (in terms of sales staff, occupancy and service you may have received)

Very Satisfied ☺ 10 9 8 7 6 5 4 3 2 1 Very Dissatisfied ☹

6. On a scale of 0 - 10 with 10 being Very Satisfied, How likely are you to recommend Skyline Homes to a friend or relative?

☺ 10 9 8 7 6 5 4 3 2 1 0 ☹

7. All things considered, how likely would you be to...  
a. Purchase another Skyline Home (if the need should arise)

Definitely Probably Likely Not Likely Definitely Not

### About your Home

8. Although you've only had your home for a brief period, overall how satisfied are you with the home itself?

Very Satisfied ☺ 10 9 8 7 6 5 4 3 2 1 Very Dissatisfied ☹

### Comments

9. What would you change about your Home? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Email Address: \_\_\_\_\_

I would like to be contacted  
Rep. Day time Phone #: \_\_\_\_\_

*Dietrich Schmidt*  
Signature

4-26-09  
Date