

Northwest Sanitation – Betty Anderson

PURCELL ENTERPRISES Ltd.(PEL)

CUSTOMER SATISFACTION SURVEY

Barbara Semeniuk, President of Purcell Enterprises(PEL) strives to provide the best possible service to her clients.

Please help us by taking a moment to complete our brief Customer Satisfaction survey. Your participation is much appreciated.

1. Were you happy with the results of your audit in 2008?
 - 1(a) If Yes - Why - **Barb is thorough and helpful in providing information to improve our safety program.**
 - 1(b) If No - Why not
2. Did you receive the service/attention you needed on contacting PEL.? **Yes**
3. Is there anything you would like to share with us that may help PEL provide a better service for you? **Not that I can think of.**
4. How likely are you to use Barbara Semeniuk for another Audit?
 - 4(a). If Yes – Why **We will definitely use Barb again. We appreciate her help and professionalism.**
 - 4(b) If no Why not?
5. Do you trust PEL to provide the right service for your Company?
 - 5(a). If Yes – Why **Barb provides information that is current and up-to date.**
 - 5(b). If No – Why Not
6. Do you receive our Newsletter?
 - 6(a) If not would like to? **Yes**
7. We are currently updating Purcell's Web site to help us serve our clients better.

One feature we would like to include is a list of testimonials from our valued clients like you. We would appreciate it if you could send us a very brief comment about Purcell's services, focusing on any problems we helped you solve and the quality of our customer service.

Barb is always professional and thorough in the service she provides. She doesn't hesitate to recommend sites that would be helpful in improving our safety program.

Betty Anderson