

Performance Evaluation Questionnaire

Holland & Knight

Please check the appropriate boxes.

	Exceptional	Above Average	Average	Unacceptable
1. How would you rate our project manager in the following categories:				
Responsive to your needs?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Returned your calls promptly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Answered questions thoroughly?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible when you needed him/her?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competent in the construction process?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. How would you rate the overall quality of our work?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Rate our timeliness on punch list Completion?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Was the project completed on time?	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
5. Was our base price competitive?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
6. If there were change orders, do you feel that we were fair?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
7. Was the cleanliness of the job site to your satisfaction?	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
8. Would you recommend Solutions to others?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
9. May we use you as a reference?	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

but that was OK - we had some unavoidable issues with the carpet.

1. _____

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10. What suggestions would you offer as to how we could improve our services?

Overall, the entire project went very well. I especially liked having one contact for all questions. We only had one incident during our project where something went missing but there aren't many solutions for such incidents.

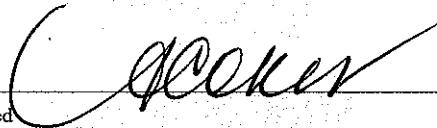
11. If you have had previous experience with other general contractors, how do the services and quality of Solutions compare?

Our last build-out / refurb we worked with Solutions as well. It was nice to work with familiar faces + names.

12. Additional Comments?

Ron + Richard ^{whole} were attentive to the process and responded quickly to every call.

Signed



Date

5.8.07