

Performance Evaluation Questionnaire

Memorial Neurosurgery

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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Returned your calls promptly?	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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"/>
	Yes	No		
4. Was the project completed on time?	<input checked="" type="checkbox"/>	<input 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 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"/>		

1. _____

Performance Evaluation Questionnaire

Memorial Neurosurgery

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

We had one or two "hicups" during the project but they were handled in a very professional manner w/ quick resolution.

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

I have worked w/ other GC's before where the quality + service is good one project + poor on the next. Solutions is the only one that consistently provides a high level of service + quality every project. Ron Marshall is the major reason why. His attention to detail is excellent. Project superintendent Andy Anderson also did an exceptional job.

12. Additional Comments?

I've worked w/ Solutions several times while working @ Trammell Crow on the Bank of America acct. I look forward to working w/ them in the future on the HCA Healthcare / Memorial Hospital acct. I'm happy when my client is happy and the Executive staff @ Memorial Hospital was very pleased w/ this project.

Paul Ellis

Signed

12/13/06

Date