

Action Bouncers

Exciting • Affordable
Dependable • Hassle-Free

June 21, 2004

Dear Mary,

I want to thank you for choosing Action Bouncers for your recent bouncer rental. I know when it comes to bounce house rentals, you have a choice. In an on-going effort to enhance our business performance, it is imperative that we receive customer feed-back in regards to your experience, and our performance.

Please help us, and take a moment and fill out the bottom half of this questionnaire, and return it in the self-stamped addressed envelope. We thank you in advance for doing so.


Once again, on behalf of Action Bouncers, thank you. We really do appreciate your business.

- 1) Rate the courtesy and professionalism of the associate you dealt with over the phone. (worse 1 2 3 4 5 (best) +)
- 2) Did we have the bouncer you wanted? Yes No
- 3) Was the phone reservation process "hassle-free" Yes No
- 4) Did we deliver the bouncer according to the time requested? Yes No
- 5) Did the professionalism of our delivery staff meet your satisfaction? (worse 1 2 3 4 5 (best))
- 6) Was the delivery staff friendly and courteous? Yes No
- 7) How did the cleanliness of the bounce unit meet your expectation? (worse 1 2 3 4 5 (best))
- 8) Did the delivery staff go over the entire safety features with you? Yes No
- 9) Why did you choose Action Bouncers? Referred + had Party theme
- 10) Will you rent from us again? Yes No
- 11) What one thing could we have done better? Perfect! 1 day before the party.

Comments At first I was taken back by the price, but the quality, professionalism and over all customer service went above and beyond the price.

Sincerely,
Mary Papich

Thank you again for your business!


James Freeman
President
Action Bouncers