Dear Etienne Pro Landscaping Customer,

My name is Katelynn Etienne and I’m a high school Junior/college Freshman in the Future Business Leaders of America organization. FBLA is an organization where young high school and college students can develop their leadership and business skills through volunteering and competing in competitions. I am participating in the Website Design competition for FBLA, and I would like your help to further develop my website. My website is based on a company, Etienne Pro Landscaping, and I would like to get your opinion about them. Having a personal customer review would be a great source of information for my website and it would tell others that visit the site what EPL is like in the eyes of a customer. What I ask of you is simple and easy to do and completely voluntary. If you do not want to make a review on EPL, then you do not have to. But if you do, I will go over a few of things that are related to the review.

First, the customer review will ask you to fill out your name, location, and a one-to-two-word description of EPL. Fill out just your first name, the area that you live in e.g., Sebastian, Vero Beach, Fort Pierce, and a small description. For example, your first name could Amy, you live in Sebastian, and for the description you could put “customer-friendly.” You do not have to put your full name and address, that information is not required. The information you provide during the review, however, will be on the EPL website that I am designing, and will possibly be presented in front of judges at the FBLA competition. If you do not feel comfortable writing down your name or location, you do not have to. Please make sure that when you’re writing I am able to read it.

Second, after filling out your information, you will be asked five questions related to customer service, communication, lawn service, and pricing. These questions are based on the five-star system. Please be honest when answering the questions, if you are unsure on how to answer a question, take your best guess and fill in the stars. Whether you want to color, fill in, highlight, circle, or cross out the stars, the decision is up to you. Please fill the stars out from left to right to make things easier to read.

Finally, the actual customer review. What you write in this review will only be used for the EPL website I’m developing and to present in front of the FBLA judges if needed. You can write anything about EPL in the section titled “Customer Review.” What you write in here can be based on the five questions you answered prior or based on personal experience with EPL and staff. You can write the positives, negatives, service, prices, or all of the above in this section. Please make sure your writing is readable.

If you completely understand what is involved and being asked, then please print, and sign this form. I would appreciate it if I could have your permission to use any or all information you provide in the review for my competition without consequences. **The information you provide will only be used for the Website Design competition. The Customer Review will be on the EPL website and possibly presented in front of judges at the competition.** And thank you for participating in the EPL Customer Review.

Print \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Location \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Description \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. How easy is it to communicate with EPL?



1. How good is their customer service?



1. How good is their lawn service?



1. How fair is their prices?



1. How likely are to you recommend EPL to someone?



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| Customer Review  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