



May 25, 2018

Letter of Recommendation
Re: Schmeling Construction Co.

To Whom It May Concern:

I am writing to highly recommend Schmeling Construction Co. as a general contractor. Our recent project was to build the fifth branch for Holcomb Bank in Byron, IL. It has been a pleasure to work with Schmeling Construction Co. and staff during this project.

The Schmeling Construction Superintendent and Project Manager's onsite work in trying to save money and come up with ideas to include cost saving tradeoffs when a field condition has blind-sided everyone was most appreciated.

I am confident that Schmeling Construction Co. will be an excellent choice for your construction project and you will be very satisfied with their work. If you have any questions, please feel free to contact me at 815.561.2635 or email at pbyers@holcomb.bank.

Sincerely,

Perry W. Byers
President/CEO

Holcomb
108 W. Main St.
Holcomb, IL 61043
815.393.4413

Rochelle
233 E. IL Route 38
Rochelle, IL 61068
815.562.3838

New Milford
7035 11th St.
Rockford, IL 61109
815.874.6156

Creston
400 E. Hwy. 38
Creston, IL 60113
815.384.3838

Byron
504 W. Blackhawk Dr.
Byron, IL 61010
815.234.3131

SCHMELING CONSTRUCTION CO.



BUILDING ON PRINCIPLES
SINCE 1903

DATE: April 19, 2018

TO: Perry Byers
Holcomb Bank
504 W Blackhawk Drive Byron, IL 61010

RE: _____

PROJECT MANAGER: Peter Schmeling

SUPERINTENDENT: Mike / Kyle Lundberg

CUSTOMER SATISFACTION SURVEY

Schmeling Construction Co. values the feedback we receive from our customers as we use it to continuously improve our performance and services for you. We do thank you in advance for taking a few moments to complete our survey.

Please rate our performance in the following areas:

Excellent	Above Ave.	Average	Below Ave.	Poor
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PROFESSIONALISM

- a. How well have you been treated as a valued customer?
- b. To what level were project issues handled in a professional, team-oriented manner?
- c. How well was the construction site kept clean, well organized and safe?

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RESPONSIVENESS

- a. Were we able to provide the right people to you and in a timely manner?
- b. Were we responsive and able to answer all of your questions?
- c. How flexible were we to changes required in the project?

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNICATION

- a. Please rate the communication between Schmeling Construction Co. and your personnel
- b. Were you kept informed of the project schedule and provided with an updated copy/status
On a regular basis?

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PERFORMANCE

- a. Please rate quality of our work.
- b. Did we meet your schedule requirements?
- c. When we committed to something, did we follow through and do what we said we would do?
(Always vs. consistently not)

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VALUE

- a. On an overall basis, how would you rate the value we created for you by understanding your needs and achieving your expectations?

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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May we use you as a reference? YES NO

Additional comments welcome:

Mike was awesome to work with and I can see Kyle will carry on the same commitment to his Superintendent responsibilities in the future.