Painting in Partnership, Inc.

Client Mood Rating System

Client name: _____ Team Supervisor:_____

Initial Mood Assessment: Date of Assessment _____

1- Mood Towards the Team	**-1**	**0**	**1**
- Client shakes your hand at project start	__	__	__
- Client is friendly with you and team	__	__	__
- Clients points out location of bathroom	__	__	__
- Client offers drink source and snacks	__	__	__
- Client does small talk with team	__	__	__
2- Mood Towards the Company			
- Attitude towards being inconvenienced	__	__	__
- Attitude towards craftsmanship and work	__	__	__
- Attitude towards management	__	__	__
- Attitude towards price & add-ons	__	__	__
- Perceived level of trust & ease	__	__	__

INITIAL MOOD SCORE ____

Actions Taken to Improve Mood During Project

1- Addressed Concerns **Date**

- _____ _____
- _____ _____
- _____ _____

2- Did Extra Things to Demonstrate Team's Care and Concern

- _____ _____
- _____ _____
- _____ _____

3- Went Beyond Scope of Project to Improve Mood

- _____ _____
- _____ _____
- _____ _____

Client name: _____ Team Supervisor:_____

Mid-point Mood Assessment: Date of assessment _____

1- Attitude Towards Team

- Client greets team __ __ __
- Client tone of voice __ __ __
- Client does small talk __ __ __
- Client offers food or drinks __ __ __
- Clients says positive things about results __ __ __

2- Mood Towards Company

- Attitude towards being inconvenienced __ __ __
- Attitude towards craftsmanship and work __ __ __
- Attitude towards management __ __ __
- Attitude towards price & add-ons __ __ __
- Perceived level of trust & ease __ __ __

MID-POINT MOOD SCORE ____

Actions Taken to Improve Mood During Project

4- Addressed Concerns **Date**

- _____ _____
- _____ _____
- _____ _____
- _____ _____

5- Did Extra Things to Demonstrate Team's Care and Concern

- _____ _____
- _____ _____
- _____ _____
- _____ _____

6- Went Beyond Scope of Project to Improve Mood

- _____ _____
- _____ _____
- _____ _____
- _____ _____

Client name: _____ Team Supervisor:_____

End-of-Project Assessment: Date of assessment _____

1- Attitude towards Team:

- Client greets team __ __ __
- Client tone of voice __ __ __
- Client does small talk __ __ __
- Client offers food and drinks __ __ __
- Client says positive things about results __ __ __

3- Personal Client Mood

- Attitude towards craftsmanship and work __ __ __
- Attitude towards management __ __ __
- Attitude towards price & add-ons __ __ __
- Perceived level of trust & ease __ __ __
- Openness to Customer surveys & referrals __ __ __

FINAL MOOD SCORE _____

Actions Taken to Improve Mood During Project

7- Addressed Concerns **Date**

- _____ _____
- _____ _____
- _____ _____
- _____ _____

8- Did Extra Things to Demonstrate Team's Care and Concern

- _____ _____
- _____ _____
- _____ _____
- _____ _____

9- Went Beyond Scope of Project to Improve Mood

- _____ _____
- _____ _____
- _____ _____
- _____ _____

Client name: _____ Team Supervisor:_____

(Use this sheet only for larger projects)

End-of Week Mood Assessment: Date of assessment _____

1- Attitude Towards Team

- Client greets team __ __ __
- Client tone of voice __ __ __
- Client does small talk __ __ __
- Client offers food or drinks __ __ __
- Clients says positive things about results __ __ __

2- Mood Towards Company

- Attitude towards being inconvenienced __ __ __
- Attitude towards craftsmanship and work __ __ __
- Attitude towards management __ __ __
- Attitude towards price & add-ons __ __ __
- Perceived level of trust & ease __ __ __

End of Week MOOD SCORE _____

Actions Taken to Improve Mood During Project

10-Addressed Concerns **Date**

- _____ _____
- _____ _____
- _____ _____
- _____ _____

11-Did Extra Things to Demonstrate Team's Care and Concern

- _____ _____
- _____ _____
- _____ _____
- _____ _____

12-Went Beyond Scope of Project to Improve Mood

- _____ _____
- _____ _____
- _____ _____
- _____ _____

11/9/06

Client name: _____ Team Supervisor:_____

(Use this sheet only for larger projects)

End-week Mood Assessment: Date of assessment _____

1- Attitude towards Team:

a. Client greets team __ __ __
b. Client tone of voice __ __ __
c. Client does small talk __ __ __
d. Client offers food and drinks __ __ __
e. Client says positive things about results __ __ __

2- Mood Towards Company

a. Attitude towards being inconvenienced __ __ __
b. Attitude towards craftsmanship and work __ __ __
c. Attitude towards management__ __ __
d. Attitude towards price & add-ons __ __ __
e. Perceived level of trust & ease __ __ __

End of Week MOOD SCORE _____

Actions Taken to Improve Mood During Project

13-Addressed Concerns **Date**

- _____ _____
- _____ _____
- _____ _____
- _____ _____

14-Did Extra Things to Demonstrate Team's Care and Concern

- _____ _____
- _____ _____
- _____ _____
- _____ _____

15-Went Beyond Scope of Project to Improve Mood

- _____ _____
- _____ _____
- _____ _____
- _____ _____