

Customer Satisfaction Survey

Customer Name: Eleanor Date of Completion: _____

Please rate the following: 1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Neutral, 4 = Satisfied, 5 = Very Satisfied.

	Sales Staff	Office Staff	Installers/ Installation
Courteous and Professional Dress and manner was appropriate to the job and general conduct was favorable.	5	5	5**
Knowledgeable and Informative Was knowledgeable of product and installation procedures and articulated this information well.	5	5	5**
Reliable and Punctual Followed through, kept commitments, returned phone calls, arrived on time to appointments, etc.	5	5	5**
Communication Informative, updated about scheduling and job progress, responded to questions satisfactorily, etc.	5	5	5**
Job Progress How satisfied were you with the timeline and how the job progressed?	N/A	N/A	
Job Completion How satisfied were you with the final results?	N/A	N/A	

Was your job site left clean and free of debris? _____ YES (X) NO ()

Would you recommend us to others? _____ YES (X) NO ()

May we add you to our reference list? _____ YES (X) NO ()

Do you have any other comments? ** Installers were wonderful - 5 x 3!!

Thank you for your time. Please detach and return upper portion to Pelican Replacement Windows in the envelope provided.