

# Customer Satisfaction Survey

Customer Name: Leslie Date of Completion: 12/16/13

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

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

Was your job site left clean and free of debris? \_\_\_\_\_ YES  NO ( )

Would you recommend us to others? \_\_\_\_\_ YES  NO ( )

May we add you to our reference list? \_\_\_\_\_ YES  NO ( )

Do you have any other comments? \_\_\_\_\_

*It is easy to see why you came so highly recommended. Leslie L...*

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

*PS Thx for caring about quality + service as evidenced by this survey!*