

Customer Satisfaction Survey

Customer Name: Michael + Susan Date of Completion: 8/26/13

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 | 5 |
| Job Completion 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? _____

Wonderful service, great installation

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