

# Customer Satisfaction Survey

Customer Name: Ed + Liz Date of Completion: 11/23/13

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	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	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? Thanks for all the hard work and the pleasant communications. We love our new windows!

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