

Customer Satisfaction Survey

Customer Name: Diane Date of Completion: 9-3-13

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? What a painless experience. All your staff are friendly & professional. The sliding doors are gorgeous! THANK YOU.
I will definitely refer people to you!

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