

Customer Satisfaction Survey

Customer Name: Heidi Date of Completion: 10/30/13

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 (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? We are so happy to have found Pelican Glass. Everyone was a pleasure to work with and product and install are great.

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